



The executive programme focussing on
'Accelerating Corporate Excellence'

Summer, 2010

"The best way to learn about new ideas and the challenges of implementation is to go to see them in action, to talk to the change leaders who had the vision, meet the managers who oversee day-to-day operations and the front-line staff who use the new approach".

H-I Network Operational Excellence
Senior Executive

The ACE programme provides executives with a unique set of insights into delivering corporate excellence in today's economy and business environment. It is delivered through a focussed and bespoke combination of objective setting, analytical assessment, a three day study tour, facilitated networking and action planning.

ACE is managed by the H-I Network, an exclusive network of leaders focussing on operational excellence and innovation.

H-I Network is part of the Corven Group, a global consulting firm focussed on change management.

The ACE programme will provide delegates with insight and learning into best practice approaches in a range of key areas of operational excellence:

- Managing high-performing teams in highly pressurised operations
- Exploiting the value chain to drive excellence through technology and partnerships
- Delivering internal and external collaboration
- Managing excellence in customer experience and redefining content led business models
- Applying operational excellence in niche operations

ACE is targeted at senior executives with operational accountability who are seeking to improve their organisational and individual performances through broadening their knowledge and learning about operational excellence.

The programme is structured in three parts:

1. A pre-tour interview and assessment in May of each delegate's key business issues to drive individual objectives for the programme
2. A three day study tour, 15-17 June. incorporating site visits to a number of leading global corporations' facilities, each focussed on a specific theme of corporate excellence

3. A follow-up session in July to debrief on the findings from the programme and define subsequent individual action plans

Pre-tour Assessment

Prior to the tour, delegates will take part in an individual interview to understand their expectations, the key issues facing them within their organisation and to provide an overview of the tour and follow-up. Specific peer networking requirements will also be identified and planned into the programme.

Delegates will also take part in a benchmarking exercise to assess their current level of operational excellence. This will be compared to feedback from the other participants as well as Corven's operational excellence knowledge to drive the key agenda points of the programme. The results of this benchmarking together with the knowledge gained from the tour will be made available to delegates following completion of the programme. Further detail on this is provided below.

Study Tour

The study tour is a three day hosted tour around the facilities of a number of global leaders in operational excellence. The tour will include visits to some of the world's best performing organisations giving delegates the opportunity to see them in operation and meet key individuals face-to-face.

Each visit is based on a theme of operational excellence and, as well as the tour of the facility, a presentation will be made on the theme and the key drivers to achieving success. The presentation and tour will be led by an executive member of the management team for each facility or division as appropriate.

The following visits are already planned*:

Tesco

* The itinerary described is the planned tour at the time of printing. However, should a host cancel a tour at short notice for operational reasons, an alternative visit will be arranged.

Exploiting the value chain to drive excellence through technology and partnerships

Large store logistics centre, South-east

Tesco is a leading global retailer and one of the largest companies in the UK. Famed for its ultra efficient logistics operation, delegates will tour behind the scenes of one of Tesco's model Large Stores, which features the same logistics systems and hub as the major distribution centres. Insights will be gained into the sophisticated management systems and technologies that Tesco uses to underpin its sales model and partnerships with suppliers.

McLaren Group

Managing high-performing teams in highly pressurised operations

HQ and factory in Woking, Surrey

The McLaren Group is a leading automotive organisation and the owner of the McLaren F1 team. As well as its motorsport business, McLaren is in the process of bringing the new MP4-12C road car to market.

Delegates will tour the McLaren factory and gain an understanding of how McLaren motivates its high performing teams to excel in all areas of its business.

Disney

Managing excellence in the customer experience and redefining content led business models

European HQ and studios, London

The Walt Disney Corporation is famed for providing an outstanding customer experience across all of its content delivery channels, from cinemas to theme parks to online portals. Delegates will learn how Disney's operations are changing to deal with a 'one studio, many screens approach' and gain an insight into the "Disney anywhere, any time" strategy. This will provide an understanding of how a global media giant ensures a consistency of excellence in all its customer experiences.

Cisco Systems

Delivering internal and external collaboration

Executive Briefing Centre, Feltham, Middlesex

Cisco Systems is a global leader in the provision of technology infrastructure. Delegates will tour Cisco's executive briefing centre in Feltham and see a showcase of Cisco's approach to bringing new technologies to market quickly and profitably. Delegates will understand how Cisco brings complex products to market in a highly efficient manner in order to maximise the revenue opportunity in a fast moving market.

Brompton Bicycle

Applying operational excellence in niche operations

Brompton Bicycle, Kew Bridge, London

Brompton Bicycle is a leading manufacturer of folding bicycles based in West London. It applies the same techniques as much larger rivals to deliver efficiency and excellence across its business. Delegates will undertake a factory tour and see how techniques normally used in large scale operations can be applied in niche operations to deliver outstanding results.

Corven Ventures is an investor in Brompton Bicycle.

Dinner with Jon Moulton

In addition to the tour, the programme includes attendance at a private dinner with Jon Moulton. Jon is a leading figure in the private equity world having been a pioneer in the industry with CVC and Schroder Ventures before founding Alchemy Partners, a £500 million investment firm. Following his departure from Alchemy in 2009, Jon has set up a new firm called Better Capital, focussed on turnaround opportunities in the UK and Ireland.

At the dinner, Jon will speak about the role of operational excellence in creating value in today's market and economy.

Networking

Delegates will have the opportunity to network and discuss both the findings from the programme and how this translates into action to achieve operational excellence. Members of the H-I Network and Corven teams will also provide an insight into best practice across sectors and geographies and how delegates can take the lessons learned from the programme back into their organisations.

Post tour Follow-up

Following the tour, delegates will have a debrief session with a member of the H-I and Corven team to feedback results from the survey together with findings from the tour. An action plan will also be created based on the pre-tour interview to ensure that the knowledge gained from the programme is put into action in a lasting and sustainable manner.

Registration

Please note that delegate numbers on the programme will be strictly limited in order to ensure that the programme focus is maintained.

Delegates are requested to register by 7 May 2010 at the latest in order to schedule the pre-tour assessments.

The delegate rate includes all site visits, travel, accommodation and subsistence. The tour will depart and finish in central London.

Delegate rate £8,250 +VAT

H-I member discounted rate £6,950 +VAT

To discuss further or book your place, please either register through www.h-i.com/aceprogramme, contact Andrew Gaule on +44 7798 616 934 or email lynda.phelps@h-i.com.

Corven Group

Corven is a global consulting firm with offices in London, Boston and Hong Kong. Corven is comprised of three divisions:

Corven Consulting

A global management consulting firm focussed on providing change management advice to FTSE100 and Fortune 500 sized organisations.

Corven Ventures

A UK focused principal finance investor.

H-I Network

An exclusive network of leaders committed to fostering operational excellence, innovation and growth. Its membership is comprised of senior executives and key influencers of leading global organisations. The majority of members are currently addressing significant strategic change and many are industry pioneers. Members of the H-I Network attend a range of forums to exchange ideas and experiences.

Members also gain access to high quality research on the key issues of today's business and operating environment. H-I provides individual tailored programmes to members to resolve specific issues within their own organisations through collaboration with other network members.

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