

# H-I Operational Excellence Network

The H-I Network is an exclusive business alliance committed to fostering operational excellence and growth. Its membership comprises of senior executives and key influencers of leading global organisations.

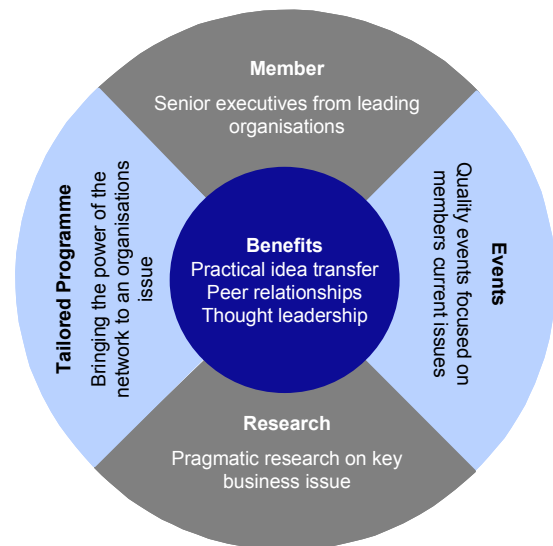
## H-I Network for Operational Excellence

The H-I Network for operational excellence is focused on the key issues facing senior executives in driving operational change. Our vision is to build a world class independent network that provides pragmatic insights which members can implement within their organisations.

Members of the H-I Network for operational excellence are invited to attend a range of invaluable forums to exchange ideas and experiences. The overall objectives and direction for the network is determined by the members. This ensures that content is valuable and relevant for all those involved and allows the network to remain responsive to market changes and new thinking.

The key themes that will be covered include:

- **Customers** - Operational excellence is fast moving beyond just mere process improvement and customer service as well as integration with the customer demand chain becoming higher priorities
- **People** - Embedding people change to achieve sustainable results
- **Technology** – Technology advances require business structure as well as process changes
- **Globalisation** - The sourcing of products and services is undergoing seismic change as countries such as China and India become suppliers, a manufacturing base and customers which impact organisations operations
- **Regulation** - Business regulation can impose additional costs but can also be used as an opportunity to drive best practice and develop greater business control



## Members

You will be sharing and gaining experience from peers in other leading organisations. Participants in the operational excellence network include senior executives from BOC, DHL, EDF Energy, GlaxoSmithKline, HM Revenue and Customs, National Grid, Royal Mail, Shell, Unilever and Unipart. Member organisations of the sister H-I Network for Innovation include BAe Systems, BAT, BT, The Carbon Trust, DHL, Health Protection Agency, Kidde, Nokia, Philips, Premier Foods, Eon (Powergen), Royal Bank of Scotland, QinetiQ, Shell, Sony and Tate & Lyle.



## Benefits of membership

Members benefit from quality peer-to-peer networking and learning from other organisations. Invaluable facilitated events enable members to:

- Determine effective strategies
- Enhance executive and team skills
- Develop new and sustainable business change
- Share experiences and build a stronger business network
- Significant cost savings have been identified, new revenue opportunities and faster implementation

## Becoming a member

Membership is per organisation and includes events, research and a programme tailored to your company's needs. Joining the network and active participation in the programme ensures you are working with committed senior executives from quality peer organisations.

Upon joining the Network we initially arrange a meeting with you to identify the priority issues within your organisation, plan your tailored programme and provide input to the topics for network events.

A year's membership of the H-I Network includes access to:

### H-I Network events:

- **Thought leadership forums:** boardroom style senior executive meetings centred around a topic selected by members (typically three per year)
- **Extrapreneur events:** quality speakers, innovative locations (typically three per year)
- **Leading edge seminars:** research findings, speakers and discussion groups (typically once a year)
- **Henley Royal Regatta:** Board member and senior executive event for network and social objectives (once a year)

### Tailored advisory programme:

As part of the annual membership, every member is offered a tailored programme, which focuses on a specific issue or challenge within their organisation.

Tailored programmes are typically in the areas of:

- **Strategic innovation** – a workshop providing cases and models to determine strategic organisational change
- **Joint Opportunity Assembly** – a meeting of organisations from different and complimentary sectors addressing collaborative opportunities on a key theme
- **Delivering an operational change** – a programme providing focus to a specific tactical operational excellence change

### H-I research:

H-I Network has extensive experience in producing leading research into growing business ventures and delivering new value from existing businesses.

