

## Thought Leadership Forum - Operational Excellence

### The reality behind making Six Sigma programmes succeed

A discussion provoked by:

Hanns-Jürgen Nick, Global Six Sigma Director, Linde AG

**17:30 – 21:00, Wednesday 15 October 2008**

**The Naval & Military Club, St James, London**

At first sight it would appear obvious to implement an operational excellence programme based on Six Sigma. Six Sigma's emphasis on quality, reliability, and repeatability should lead to excellent operations. Yet there are detractors who claim that Six Sigma overlooks opportunities to make step changes, that its emphasis on statistical analysis makes it difficult for many employees, or that Lean's focus on eliminating waste gives better results. Linde has successfully used Six Sigma to underpin its drive to world class operations. Jürgen will describe the realities behind its programme – what made it work and what challenges had to be overcome.

Line managers and leaders of Six Sigma programmes such as DHL's First Choice, Chep's Perfect Trip, GSK's Operational Excellence, and BP's High Reliability Organisation are expected to attend to compare and contrast their approaches.

#### Forum format

The forum is boardroom style with up to **two** senior executives from each organisation. We limit attendees to facilitate learning for, and from, every attendee and to encourage thoughtful discussion on individual challenges and opportunities. The forum commences at 17:30. Supper will be served at 20:00, during which the discussion continues informally.

#### Location and registration

The Naval & Military Club  
No. 4 St James's Square, London, SW1Y 4JU  
Telephone: +44 (0)20 7827 5757

The club is situated at No. 4, St. James's Square, London, SW1Y 4JU. Just 5 minutes walk from Piccadilly. The closest tube stations are: Piccadilly Circus (Bakerloo and Piccadilly Lines) and Green Park (Jubilee, Piccadilly and Victoria lines).

Please contact Lynda Phelps to reserve your place.

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