

## Managing the front-line to maximise operational excellence

**17:30-21:00, Tuesday 28 April 2009**

### Central London location

For all the contribution that methods and tools such as Lean, Six Sigma, WorkOut and Business Process Reengineering make to enhancing operational excellence, there can be no doubt that ultimate success or failure is dependent on people. People with deep expertise in the methods and tools are highly valuable, but quite rightly most organisations are looking to front-line staff (whose primary role is to perform day-to-day operational tasks) to identify, design and implement continuous improvements.

This approach has implications for attracting, selecting, training, rewarding and developing staff. In the current economy many firms are revising their approaches in this area. Some are simply slashing spend, whilst others are looking to maximise the contribution from staff whilst increasing the efficiency of their process to recruit and retain staff.

Simon Buckingham from South West Water will describe how they are revising their approach. This will form the catalyst for us to compare and contrast the approaches of other members of the H-I Network and to drive out best practices to suit the current situation.

### Forum format

This forum will be highly interactive with presenters encouraged to prompt discussion rather than delivering the text book answer. We use a boardroom style with limited numbers to maximise opportunities to explore issues, contribute experiences and learn from peer managers in other organisations. H-I facilitates the discussion and contributes to the collective knowledge by drawing on detailed discussions with a wide range of organisations.

### Forum preparation

To assist preparation for interaction and questions, please consider:

- The approaches that you are adopting to attract and retain staff to maximise their contribution to improved operational excellence
- How your approach has been, or could be, modified in the economic downturn
- The barriers that prevent attracting and/or retaining the best staff and how you overcome them

### Location and registration

Central London location to be confirmed.

Please contact Lynda Phelps to reserve your place on +44 (0)20 3178 6755 or email [lynda.phelps@h-i.com](mailto:lynda.phelps@h-i.com)  
For further information on H-I Network please visit our website at [www.h-i.com](http://www.h-i.com).

H-I Network, a division of Corven Consulting Limited, comprises senior executives and key influencers of leading global organisations committed to fostering innovation, growth and operational excellence.



**H-I Network, 33 St James's Square, London SW1Y 4JS**  
**Tel: +44 (0)20 3178 6755 Fax: +44 (0)20 3178 6733 [www.h-i.com](http://www.h-i.com)**