

Manufacturing Insights

Company Visits across London & South East England



A guide to becoming a Manufacturing Insights Host Company

www.manufacturinginsights.co.uk

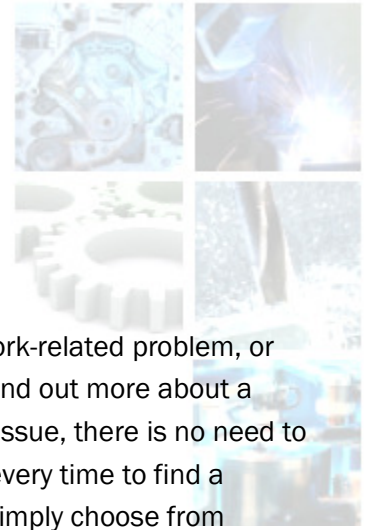
info@manufacturinginsights.co.uk

Phone: 0870-899-8099

Ground Floor Offices, 90 St Mary's Rd, Hayling Island, Hampshire PO11 9AT
Registered in England & Wales: 5256018

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What is Manufacturing Insights?

MANUFACTURING INSIGHTS is a programme of company visits delivered by the Manufacturing Advisory Service in London and South East England.

The aim of the programme is to provide forward-thinking manufacturing, engineering and production companies in these regions the opportunity to develop networks and identify tried and tested business improvement initiatives.

The programme arranges opportunities for people from production companies to meet to discuss the issues and challenges they face – not at a conference or seminar, but on site at the place of work of participating companies ('host' companies). This allows visitors to gain insights into how the host company has achieved success.

Host companies are selected from a wide range of successful businesses located throughout London and South East England. These hosts share their best practice expertise with a view to motivating and inspiring visitors at scheduled visit days throughout the year.

For people with a work-related problem, or those who want to find out more about a particular business issue, there is no need to reinvent the wheel every time to find a solution – you can simply choose from participating best practice companies to visit to share in their manufacturing knowledge and expertise.

A Manufacturing Insights host is a successful production, manufacturing, engineering or distribution company, based in London or in South East England, that:

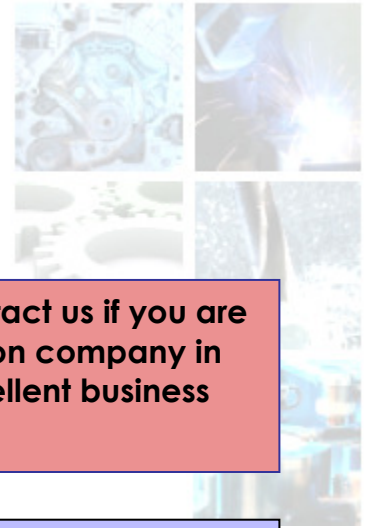
- strives for continuous improvement and has successes to share
- is passionate about best practice
- is willing and able to share knowledge and experience with others.

If you measure up to this profile, you could be the company we are looking for! Please read the rest of this document and contact us as soon as possible.

This document sets out what it means to be a Manufacturing Insights host company, your commitment to the programme and the benefits you can expect.

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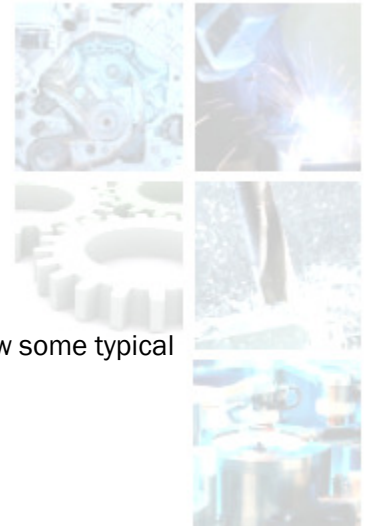


How do I become a host?



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What is expected of a host company?

It is a significant undertaking to become a Manufacturing Insights host company, but we believe that it will deliver real benefits to you and your company.

Who from my company should be involved?

The Manufacturing Insights team will carry out marketing and PR, all visitor administration associated with your visits, and also offers strategic support throughout your time as a host. Our aim is to allow you to focus on the content and quality of your visit.

When you join the programme, we will ask you for two contacts. One contact usually takes primary responsibility for the logistics and general administration of your visits, and one contact for strategic responsibility, looking after the content of your visits. However, you should arrange this as it suits you best, and let us know who we should contact in which respect.

We may also need to discuss marketing information to help us promote your visits. This may be something that you can provide, or you may wish to put us in touch with a marketing or PR contact at your company.

We have listed below some typical responsibilities.

Administration

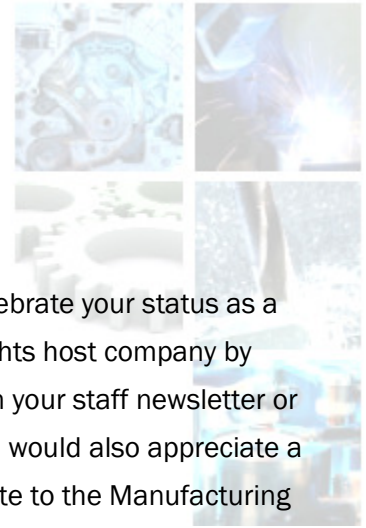
- Booking speakers/presenters
- Booking meeting room(s)
- Checking audio-visual equipment
- Preparing badges
- Notifying security, reception and all staff about each visit
- Organising catering

Strategy

- Developing content of presentations
- Facilitating the visit and making presentations
- Organising a site tour for visitors
- Deciding which personnel need to be involved
- Matching content to visitor requirements
- Participating in the Manufacturing Insights host company network and attending network events
- Ensuring quality of visits and commitment to the programme
- Attending Manufacturing Insights' network events

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Marketing/PR

- Providing background information about the company for promotional purposes
- Alerting us to PR opportunities
- Providing us with graphics, logos, style guidelines
- Providing us with contact details for any customers/suppliers/clients who you would wish to be aware of your participation in the Manufacturing Insights programme
- Placing a link to www.manufacturinginsights.co.uk on your website

You may wish to celebrate your status as a Manufacturing Insights host company by putting something in your staff newsletter or on your intranet. We would also appreciate a link from your website to the Manufacturing Insights website.

A link to your website will be provided from the host section of ours.

What are the benefits?

What's in it for me?

- Recognition as a leading exemplar of best practice
- Employee motivation
- Reminder of achievements
- Exchange of experience with visitors
- Feedback from visitors' on the day and via questionnaires
- Exposure through Manufacturing Insights' promotional material (website, flyers, emails, brochures)
- Opportunity to meet representatives from other host companies at network events
- Six free visits to any other host company in any 12-month period
- Support from the Manufacturing Insights team

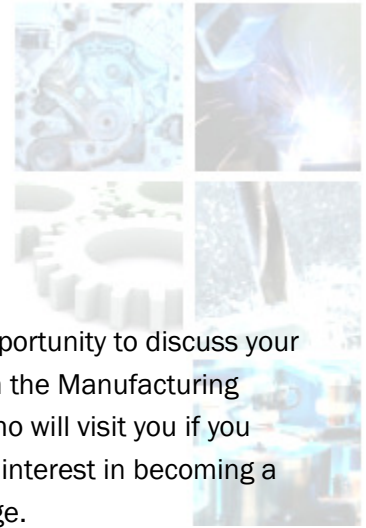
- Automatic nomination for the Manufacturing Excellence Awards
- Free advice from a Manufacturing Advisory Service Adviser

How do visitors benefit?

- Exposure to best practice
- Wide choice of visits
- Practical, hands-on, on-site information, from people who have been involved in change and improvement in their own company
- Opportunity to meet and discuss issues with host company senior management
- Benchmarking opportunities
- Long-term networking links
- A cost-effective and practical method of learning

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What topics could I cover?

You should restrict your presentations to two or possibly three main topics – otherwise you will not have time to examine each in sufficient depth.

Choose the areas where you really excel. Of course, many topics are linked – for example, lean manufacturing techniques underpin almost every improvement programme – but you should concentrate on the topic you have chosen and mention supporting practices and processes during your presentations.

You will have the opportunity to discuss your choice of topics with the Manufacturing Insights manager who will visit you if you choose to take your interest in becoming a host to the next stage.

Each of the following broad topic headings covers a number of smaller issues or subjects, some of which are given as examples below each heading:

Lean Manufacturing

Tools and techniques including:

- Five S
- Kaizen
- Kanban
- TPM
- OEE
- Workflow
- Waste Reduction

People Development & Leadership

- Team Building
- Leadership
- Recruitment & retention
- Training
- Incentive programmes

Process & Quality Improvement

- Visual compliance/control
- Continuous improvement programmes
- Quality assurance
- Standardisation
- Six Sigma

Supply Chain Management

- Inventory management
- Stock control
- Outsourcing
- Lead time reduction
- Vendor divergence
- Vendor Managed Inventory (VMI)

Environment and Health & Safety

- Health & Safety
- WEE
- ISO1400
- Energy
- ROHS
- Environment

Sales & Marketing

- Sales techniques
- Marketing strategies
- Sales order processing
- Warranty management
- Adding value
- Customer care

Strategy Development & Planning

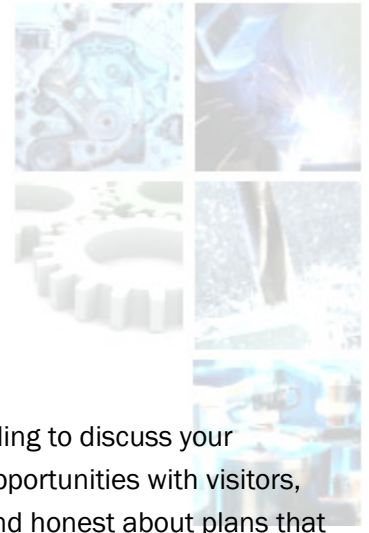
- Setting vision, mission and values
- Key Performance Indicators and Activities
- Technology/IT
- Company culture
- Offshore manufacturing
- Project management

Innovation and R&D

- New product development
- New product introduction
- Research
- Driving Innovation

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What commitment would I be making?

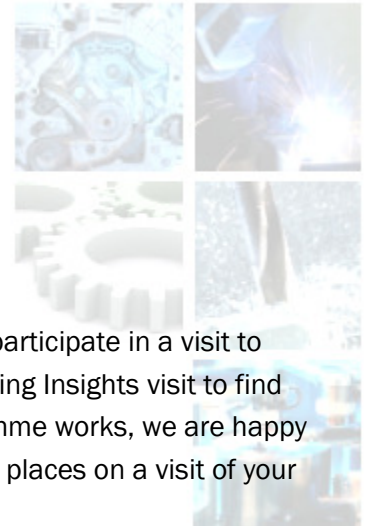
- You would be expected to schedule 2 – 4 visit dates per year. We do ask that once you have confirmed your dates, you do your very best to keep to them, as bookings for your visits may be made several months in advance, and your dates will be advertised widely.
- You would also be expected to be supportive of the Manufacturing Insights programme at the very top level in your company.
- You should be willing to discuss your challenges and opportunities with visitors, and to be open and honest about plans that have not worked as well as your more successful initiatives.
- All hosts have the right to veto any inappropriate visitors – e.g. from a direct competitor organisation.

Our commitment to you

- We will seek your approval for website and brochure text, and visit joining instructions, before sending them out.
- We will communicate information about visits and visitors at the scheduled time. (This schedule and other support information will be given to you when you are approved as a host.)
- We will provide support and guidance for your visit schedule and presentations.
- We are available by email and by telephone during normal working hours if you have any questions or would like advice.

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I'm interested - what do I do next?

Call us on 023 9246 8978. Please have the information requested on the questionnaire that we sent to you with this document to hand when you phone.

Alternatively, please complete the questionnaire and return it to us – we will contact you to discuss your interest.

Following this discussion, we will arrange for one of our senior assessors to visit you so that we can meet you, and if possible other staff who may be involved in the visit days, and see your operation in action. At that time we will be able to agree specific topics and subjects that you might cover.

Following a successful outcome of this meeting, we will provide more detailed information about the administration processes for visits, and offer assistance with setting your agenda, writing marketing information and developing your presentations if you so wish.

If you would like to participate in a visit to another Manufacturing Insights visit to find out how the programme works, we are happy to offer you two free places on a visit of your choice.

(NB: remember that as a host company, you would automatically be able to take advantage of up to 6 free places in any 12-month period on other Manufacturing Insights visits for appropriate staff from your company.)

If you have any questions please contact us directly, and we very much look forward to hearing from you.

*Ailsa Kaye
Programme Director*

*Manufacturing Insights
Ground Floor Offices
90 St Mary's Road
Hayling Island
Hampshire
PO11 9DD*

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