



C I Conference 2016 Auckland
Speaker Preview

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Rob's presentation was one of the highlights at last year's conference. He told us about the Leisure Game plan and the engagement of the team to help deliver this.

This year, in the next installment of the story so far, Rob will share some of the fantastic results achieved and the key lessons learned.

Q - How do you go from talking and learning about continuous improvement, to embedding continuous improvement into the way you work?

A- Last year was a year of learning for Leisure as we embarked on our CI journey and started to understand how we could use continuous improvement to help us achieve our business goals. 12 months on we are starting to see the tangible changes from that investment and learning, as Leisure's culture starts to evolve and change through the use of the CI tools and change in leadership behaviours.

Q – How widespread is the CI journey?

A - All 21 centres are now on the CI journey and we are tracking each centre, and our collective progress, towards "Base Camp" which is our target that demonstrate that CI is embedded in our culture. We have developed a team of CI champions with 58 trained practitioners and over 10 coaches in training who are working on projects to improve our business and support our centres to bring CI to life.

Q - What are some of the highlights for you?

A - We have established a set of Leadership behaviours that reflect our commitment to continuous improvement and will enable us to remain focused and continue to demonstrate the leadership required to achieve our goals. We now have a team who are actively looking for solutions, who understand how they contribute to our Game Plan and who are starting to understand who our customers are and what it means to create customer value.

Q – How would you summarise the last 12 months ?

A- Leisure has moved from learning about continuous improvement to implementing continuous improvement and we will share the highlights and challenges of that phase of our journey at the CI conference in September.