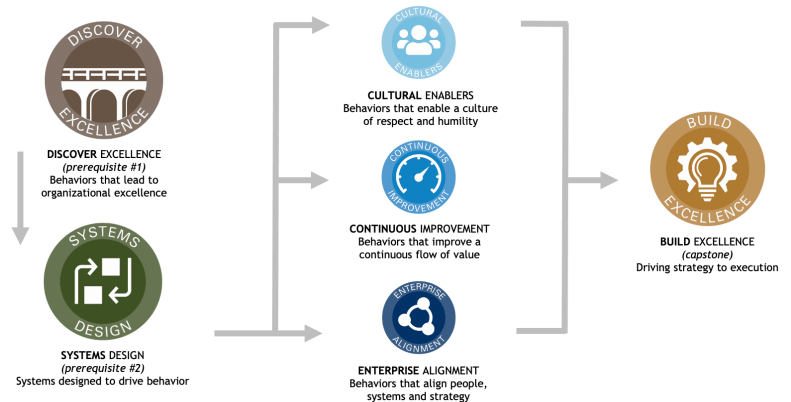


SHINGO WORKSHOP SERIES

Learn more about how the *Shingo Model*™ can drive your culture toward organizational excellence by attending the Shingo workshop series, which includes six workshops:

- DISCOVER EXCELLENCE
- SYSTEMS DESIGN
- CULTURAL ENABLERS
- CONTINUOUS IMPROVEMENT
- ENTERPRISE ALIGNMENT
- BUILD EXCELLENCE



DISCOVER EXCELLENCE (pre-requisite #1)

This foundational, two-day workshop introduces the *Shingo Model*™, the *Shingo Guiding Principles*, and the *Three Insights to Organizational Excellence*™. With active discussions and on-site learning at a host organization, this program is a highly interactive experience. It is designed to make your learning meaningful and immediately applicable as you discover how to release the latent potential in an organization to achieve organizational excellence. It provides the basic understanding needed in all Shingo workshops; therefore, it is a prerequisite to the other Shingo workshops and concludes with the BUILD EXCELLENCE workshop.

As a participant, you will:

- Learn and understand the *Shingo Model*.
- Discover the *Three Insights of Organizational Excellence*.
- Explore how the *Shingo Guiding Principles* inform ideal behaviors that ultimately lead to sustainable results.
- Understand the behavioral assessment process through an interactive case study and on-site learning.



SYSTEMS DESIGN (pre-requisite #2)

This two-day workshop integrates classroom and on-site experiences at a host facility to build upon the knowledge and experience gained from the DISCOVER EXCELLENCE* workshop, and focuses on the Systems and Tools diamonds in the *Shingo Model*. It begins by explaining that all work in an organization is the outcome of a system. Systems must be designed to create a specific end objective; otherwise, they evolve on their own. Systems drive the behavior of people, and variation in behavior leads to variation in results. Organizational excellence requires well-designed systems to drive ideal behaviors that are required to produce sustainable results.

In this workshop, you will:

- Discover the three types of essential systems.
- Explore the five required communication tools for each system.
- Learn how to create and use system maps.
- Understand system standard work and how it drives improvement.

*DISCOVER EXCELLENCE is a prerequisite to this workshop.



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*DISCOVER EXCELLENCE and SYSTEMS DESIGN are prerequisites to these three workshops.



CULTURAL ENABLERS

This two-day workshop integrates classroom and on-site experiences at a host facility to build upon the knowledge and experience gained from the DISCOVER EXCELLENCE and SYSTEMS DESIGN* workshops. It takes you deeper into the *Shingo Model* by focusing on the principles identified in the Cultural Enablers dimension:

- Respect Every Individual
- Lead with Humility

Cultural Enablers principles make it possible for people in an organization to engage in the transformation journey, progress in their understanding, and build a culture of organizational excellence. Organizational excellence cannot be achieved through top-down directives or piecemeal implementation of tools. It requires a widespread organizational commitment. The CULTURAL ENABLERS workshop will help you define ideal behaviors and the systems that drive them by using behavioral benchmarks.

CONTINUOUS IMPROVEMENT

This two- or three-day workshop integrates classroom and on-site experiences at a host facility to build upon the knowledge and experience gained from the DISCOVER EXCELLENCE and SYSTEMS DESIGN* workshops. It begins by teaching you how to clearly define value through the eyes of your customers. It continues the discussion about ideal behaviors, fundamental purpose, and behavioral benchmarks and takes you deeper into the *Shingo Model* by focusing on the principles identified in the Continuous Improvement dimension:

- Seek Perfection
- Embrace Scientific Thinking
- Focus on Process
- Assure Quality at the Source
- Improve Flow & Pull

The CONTINUOUS IMPROVEMENT workshop will deepen your understanding of the relationship between behaviors, systems, and principles, and how they drive results.

ENTERPRISE ALIGNMENT

This two-day workshop integrates classroom and on-site experiences at a host facility to build upon the knowledge and experience gained from the DISCOVER EXCELLENCE and SYSTEMS DESIGN* workshops. It takes you deeper into the *Shingo Model* by focusing on the principles identified in the Enterprise Alignment dimension:

- Think Systemically
- Create Constancy of Purpose
- Create Value for the Customer

To succeed, organizations must develop management systems that align work and behaviors with principles and direction in ways that are simple, comprehensive, actionable, and standardized. Organizations must get results, and creating value for customers is ultimately accomplished through the effective alignment of every value stream in an organization. The ENTERPRISE ALIGNMENT workshop continues the discussion around defining ideal behaviors and the systems that drive them.



*All Shingo workshops are prerequisites to this capstone workshop.



BUILD EXCELLENCE (capstone)

This two-day capstone workshop integrates classroom and on-site experiences at a host facility to solidify the knowledge and experience gained from the previous five Shingo workshops. The BUILD EXCELLENCE* workshop demonstrates the integrated relationships and execution of principles, systems, and tools that drive behavior in a culture toward the ideal while achieving desired results. The workshop addresses the *Shingo Model* in its entirety by developing a structured approach that will accelerate a cultural transformation.

In this final Shingo workshop, you will:

- Discover how the *Shingo Model* strengthens the execution of your strategy.
- Learn how to shift your culture, guided by organizational purpose, to the next level.
- Use Go & Observe to understand the practical application of the *Shingo Model*.
- Accelerate your cultural transformation by applying the learnings gained from the *Shingo Model* into a PDCA cycle.

shingo.org/education

SHINGO ALUMNI

The Shingo Alumni consist of individuals from a wide variety of organizations and industries around the world who have attended the entire Shingo workshop series. Learn more about the benefits of completing the workshop series and becoming a Shingo Alumni at shingo.org.

