

ICiPS

2017 Annual Conference

Know anyone
who can help?

Research shows that you are six or fewer
people away from someone who can help

SMARTER TOGETHER



ICiPS

A message from the Directors and CEO of ICiPS

Welcome to the 2017 conference and awards. We aim to keep the event fresh and engaging to ensure the day is a worthwhile investment of your time and this year we are privileged to have the support of very engaging and knowledgeable speakers.

In 1929 Frigyes Karinthy promoted the idea that a chain of people can connect two people in a maximum of six steps. Although future research refined this to 10 steps; the principle remains. You are closer than you think to someone who has done what you are trying to do; has the knowledge that can answer your question and the idea that could spark innovation.

Our conference will help you start to build these links. We will explore ready sources of data; the benefits that can be derived from adapting and adopting best practice; and the simple and cost free benefits of sharing ideas and knowledge.

We will continue to facilitate knowledge sharing during 2017; working to align the numerous CI groups around the country. Although all working to the same end; the number of network groups is diluting their effectiveness, and every group incurs additional time and cost to the public purse. ICiPS is therefore establishing a steering group that will set common themes for groups to explore and will provide admin support, book speakers and co-ordinate and analyse outputs from events; ensuring they are available to members. We feel this model will enhance knowledge sharing and the development of links that enable underpin lifelong learning. We hope you enjoy the day.

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ICiPS Directors



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IN BUSINESS SPORT AND
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Speakers



Phil Mayhew has over 30 years' experience in the public sector focusing for the last 10 years on business improvement and service operations management at a senior level. Responsible for introducing lean thinking into Solihull Council, he now has 10 years' experience of supporting leaders at a strategic level on the implementation of cultural change and service redesign. He is a qualified lean practitioner and through his extensive network has advised colleagues in such diverse organisations as States of Jersey, Rolls Royce, UPS, The Intellectual Property Office and the Ho Chi Minh School of Public Administration. He is a member of the advisory board at Loughborough University's School of Service Operations Management and has an MBA from Warwick Business School. He is a Director and Fellow of The Institute for Continuous Improvement in Public Services and a founder and Director of the Midlands School for Social Entrepreneurs. A qualified teacher, he maintains a keen interest in teaching, learning and education policy and is currently a governor at an FE College and a Pupil Referral Unit. He is also a Trustee of the Colebridge Trust supporting community and enterprise development. His particular expertise is in advising senior leaders on the strategic deployment of lean at an organisational scale. Most recently he has been leading on the public sector reform agenda for the West Midlands Combined Authority. He is an Associate Director of Koru Consulting Limited.
<https://pmimprov.com>



Anne MacNab Director Amicas Business Solutions and Isla McCrone Director Action Provocateurs.

Anne and Isla both have 20+ years of experience in this field, drawn from working within private and public sectors. Their respective businesses offer personal and professional development, primarily to leaders. As qualified coaches, they see first-hand, the impact of today's 'VUCA' world on leaders and the need to create brain-friendly cultures to enable a more effective environment in which all individuals, not just those in positions of power, can flourish.

Both Anne and Isla are qualified in a range of diagnostic tools, are currently studying with the Neuroscience Academy and are two of only a small number of UK-based accredited practitioners of the i4 Neuroleader approach, incorporating an assessment tool to help identify and measure the abilities needed to navigate this new era of work.
<http://amicus-business.co.uk> www.actionprovocateurs.com



Max Mouillin is director of the Public Sector Scorecard Research Centre and a visiting fellow at Sheffield Business School, where he was a principal lecturer in quality and performance management for over 25 years. He is a Fellow of the Royal Society of Arts, the Operational Research Society and the Chartered Quality Institute and is a Chartered Quality Professional. He is author of the book *Delivering Excellence in Health and Social Care*.

The Public Sector Scorecard is an outcome-focussed performance management framework for the public and third sectors, based on a culture of innovation, improvement and change rather than a top-down blame culture.

Max is an experienced plenary speaker and workshop facilitator. He has talks and workshops for the Irish Health Summit, NHS England, the Public Sector Performance Management Forum, the British Quality Foundation, the Dept. of Work and Pensions, the Association for Public Service Excellence, and the Operational Research Society – all with excellent feedback. Max's early career was in operational research in the Departments of Transport, Health and the Environment, before becoming senior section leader in British Coal's Operational Research Executive. He has an MSc in Management and Operational Research from Warwick University. Feedback 'In moving performance management from a top-down, blinkered, blame-game approach to a system founded on inclusiveness, cooperation and understanding, Mouillin has established the middle ground ... and that is no mean achievement. www.publicsectorscorecard.co.uk



Alec Steel works for the UK National Audit Office examining public spending for UK Parliament. He leads the operations and process management practice looking at government's ability to design and run well managed services.

He published an assessment of central government's capability in 2015 incorporating learning from working with 32 organisations. It outlines how an effective management system provides the glue for managing change and effective services for users. Before joining the National Audit Office Alec worked in strategy and improvement roles in the public sector. He is a regular speaker at international conferences, supporting government thinking in Australia, USA and Europe. He is a guest lecturer for Buckingham University.
<https://www.nao.org.uk>

Speakers (cont)



Dr Sanjay Bhasin is an accredited senior Lean/Continuous improvement (CI) practitioner with high-ranking management experience within the industrial, education and public sectors. Having trained as a lean champion in industry with Royal Doulton Plc; he then worked as a senior consultant/lecturer with the Staffordshire University Regional Federation primarily as a Consultant to over thirty external organisations. His present position as Head of Assurance for the National Probation Service has provided a thorough knowledge of the public sector. He obtained his PhD in Lean from Aston University. He is the author of various articles published in reputable international journals alongside two books and has presented at various international conferences. Recent recognition includes most commended award for his research on "culture" in the "International Journal of Lean Six Sigma"; national awards for his research by the Institute of CI Public Sector in 2014 and 2015 consecutively. Besides being a peer reviewer of seven international journals, he is an Editorial Board Member "for the "Journal of Applied Continuous Improvement." He is a fellow of the "Institute of Continuous Improvement in the Public Sector" and the "Chartered Quality Institute."



Jessica Ellis Director, Customer Success – Bristol Is Open and co-presenter Cormac Wheelen, the CEO UK&I, Nokia

Jessica from Bristol is Open (BIO) is Director, Customer Success. Bristol is Open is working to deliver programmable digital infrastructure, facilitating R&D and innovation at a city scale, a joint venture Company between the University of Bristol and Bristol City Council. Engineering capabilities around software defined networking, internet of things, wireless and big data technologies that contribute to the development of smart society solutions.

BIO has a number of R&D partners at present and more are joining, NEC, Interdigital and Nokia, all of which are utilising the BIO network infrastructure to develop their products and services around Smart Cities. Technologies which will enable sustainable and livable solutions for citizens and city operations in years to come. Jessica manages these partners along with the BIO team and the projects they are involved in. Working closely with the joint venture partners and wider ecosystem of partners to form smart city strategies and innovation that will shape the cities of the future and keep Bristol at the leading edge. www.bristolisopen.com



Esther Roughsedge and Victoria Avila are Government Statisticians working at the National Records of Scotland (NRS), which is a non-ministerial department of the Scottish Government. NRS produces official demographic statistics, drawn from the Census and other sources, to inform government policy, medical, academic and other research. We are leading a programme of work to improve the way we communicate our statistics. This has involved producing a series of infographics and interactive data visualisations.
nrscotland.gov.uk Twitter (@NatRecordsScot).



Dr David Hardman is the CEO of Birmingham Science Park Aston (BSPA). David is developing the ICT, gaming, digital media and clean technologies agenda, reflecting the strengths of the city region. In embracing the opportunities offered by the latest ICT collaboration platforms he has been driving the concept of the “science park without walls” bringing in global support to drive Birmingham’s knowledge economy. As a PhD microbiologist, David’s research interests were directed towards the application of microbes in what is now called clean technology and as part of this work he co-founded a start-up biotech venture based on the application of biocatalysts in the paper industry. This experience developed into a wider interest in the translation of science into good and applicable technologies and was followed by 10 years based in Cambridge leading the commercial development of the Babraham Research Campus focused on support for healthcare and biotech translation and bio-ventures. David was awarded an MBE for services to science in 2009.

Speakers (cont)



Ray Bennett FCILT

**Head of Performance Excellence
Shared Services and Finance
Ray.bennett@nationalgrid.com**

Ray is a facilitative leader with a clear understanding of how process driven operations change the climate of an organisation. His experience in facilitating/coaching and leading teams to find a better sustainable method of delivering against their key operating plan initiatives has enabled major change in the manufacturing, warehousing, logistics, finance, shared services and utilities sectors.

Ray is a Six Sigma Blackbelt, accredited LCS coach and FL-CPS practitioner. He has been involved with the industry for 30 years, specialising in lean implementations and embedding lean cultures within organisations. Having held senior positions in a number of major companies such as Nissan and Unipart he is currently Head of Performance Excellence (Shared Services and Finance) at National Grid Plc, responsible for transforming their operations and realising the value of running a lean operation.

He is a Fellow with ICIIPS and also a Fellow of the Chartered Institution of Logistics, sitting on the judging panel for the Logistics Best Practice Award, Chairman of the Warehouse Forum and a member of the LogMark Steering Committee..

Outside of the workplace Ray is a keen helicopter pilot .

Ordnance survey

Mr Chris Gross, OS Relationship Manager, Ordnance Survey



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Agenda

0915 - 0925	Welcome Debbie Simpson, CEO ICiPS
0925 - 0945	Facilitated session Enact Solutions
0945 - 1005	Performance Management Without The Blame Max Moullin Director, of the Public Sector Scorecard Research Centre
1005 - 1025	The work of the National Audit Office; the implications and opportunities for the continuous improvement community. Alec Steel, Head of Operations and Process Management Practice, National Audit Office
1025 - 1045	Case study – Experiences in leading change Ray Bennett Performance Improvement Manager, Shared Services & Finance, National grid
1045 -1105	Break & networking
Choice of workshop – 1105 (1110 – 1140)1145	
Session 1	How an integrated knowledge management strategy can help CI and organisational capability. Dr Sanjay Bhasin Head of Assurance NPS
Session 2	Using location data Ordnance Survey Chris Gross Relationship Manager
Session 3	Over-emphasis on leadership has downgraded operational management knowledge and skills; which in the worst case seen as admin! Phil Mayhew
1145 - 1230	Facilitated session. Enact Solutions
1230 - 1330	LUNCH

1330 - 1415	Facilitated session. Enact Solutions
1415- 1445	Keynote speakers – The transformation potential of 'smart society' Jess Ellis, Customer Success Director at Bristol Is Open and Cormac Wheelen, the CEO UK&I, Nokia
1445 - 1505	Data visualisation Esther Roughsedge, Demographic Statistics National Records of Scotland
1505-1520	BREAK
1520 - 1540	i4 Neuroscience based Leadership Anne MacNab, Director, Amicas Business Solutions and C21L Co-founder Isla McCrone, Director, Action Provocateurs and C21L Co-founder
1540 - 1600	Harnessing innovation in public sector delivery David Hardman , CEO Innovation Birmingham Ltd
1600 - 1625	Facilitated session. Enact Solutions
1625 - 1630	CLOSE

Exhibitors

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Renault Nissan

Renault-Nissan Consulting provides Lean Consultancy and training support that draws on over 25 years experience helping our parent company and numerous other organisations. Born out of Renault and Nissan's internal improvement journey and with operations across the globe, we work across the Public Sector from local government to the Fire and Police Services and NHS. Our practical approach makes us a Market Leader in helping companies achieve Operational Excellence via Lean. Coming from the industry that invented Lean, we draw on the practical experience of helping apply Operational Excellence methodologies within our global business, and bringing expertise of the highest quality to our clients



OPEX Resources

OPEX Resources provide Six Sigma training and publish the bestselling text 'Lean Six Sigma and Minitab'. With over 130,000 copies sold, the 'Lean Six Sigma and Minitab' guide is used by the world's leading Six Sigma organisations and is supported by numerous free resources. Find out more at www.opexresources.com



National Audit Office

The National Audit Office

The National Audit Office (NAO) scrutinises public spending for Parliament. Our public audit perspective helps Parliament hold government to account and improve public services.

<https://www.nao.org.uk>

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