

General Information

Visit to: **Williams Lea**

Contact: Tim Bush
Continuous Improvement Pillar Leader

Location: Abbey View
4 Penfold Drive
Wymondham
Norfolk

Postcode: NR18 0WZ

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Williams Lea is the leading global provider of customised Corporate Information Solutions. The company has a demonstrable record of building long-term partnerships with leading organisations across Europe, the US and Asia Pacific, taking the burden of managing their Corporate Information.

Williams Lea has grown (turnover) by 30% per year over the last five years and the company attributes its success to its talented, experienced and dedicated people. In the last two years the company has expanded into new markets and developed new clients and market sectors in the US, Australia and the UK.

As a result of this growth, Williams Lea recognised the opportunity to invest in purpose-built premises and officially opened Abbey View, its flagship solutions centre for the UK, in September 2006. Abbey View is the venue for this Onsite Insights visit.

Visit day attendees will have the opportunity to tour this purpose-built, 70,000 sq.ft. facility and experience the entrepreneurial, enthusiastic culture for themselves. Find out how Williams Lea focuses its operations on the benefits to clients, and discover the tools and techniques they use to keep the staff involved and the company growing – equally applicable whatever the size of your company.

The site in Wymondham employs c.300 people and is the first Corporate Information Centre of its kind in the UK.

Integrating the latest in technology, equipment and workflow processes, Williams Lea manages its clients' end-to-end

Agenda

09.30 Arrival & Refreshments

09.45 Welcome & Introductions

10.00 Introduction to Total Productive Management

10.30 TPM in action

11.00 Factory Tour

12.30 Networking Lunch

13.30 Questions & Answers / Feedback

13.45 Wrap up and further activity

customer correspondence and marketing communications channel. This includes the scanning and indexing of incoming mail which is then uploaded directly to clients' workflow systems, and the composition, printing and distribution of all outgoing correspondence.

Innovation and Continuous Improvement

Williams Lea has implemented a Total Productivity Management Programme (TPM) and this has now been in use for seven years; it uses an 'upside down' focus on loss philosophy. The company has recently achieved ISO14001 accreditation.

Process Change

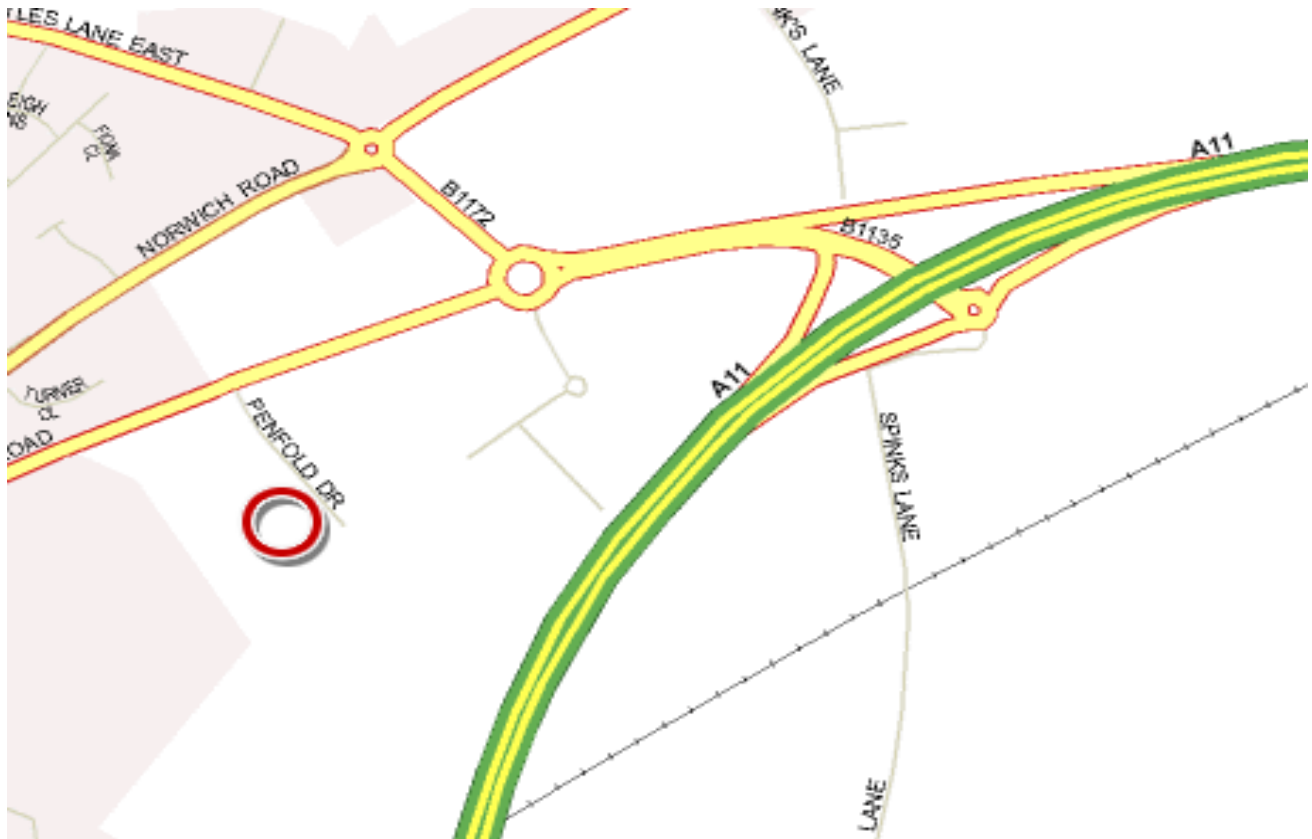
"If you always do what you always did, you will always get what you always got" – Williams Lea will demonstrate process change through culture, which is sustained through autonomy.

What is Corporate Information?

Williams Lea defines corporate information as every word in every file, in every business, everywhere – whether written, printed or electronic; that's every application form, every statement, every piece of literature, every email. Most companies don't take a structured approach to managing corporate information and it can therefore become a burden; increasingly difficult to use or share, and a problem waiting to happen. This has particular implications for sectors where regulation and compliance are important. Williams Lea transforms the way organisations communicate and exchange their Corporate Information by re-engineering processes to ensure that information is managed for maximum efficiency and impact and minimum risk.

Getting there...

**Penfold Drive
NR18 0WZ**



Visit Checklist

- ✓ Print out of the Visit Information Pack containing map and agenda.
- ✓ Sensible shoes / safety shoes are recommended for all factory visits.
- ✓ You may be asked to remove jewellery or nail varnish on some of the factory visits.
- ✓ Women who are pregnant may be restricted from some tours, please contact us if this applies to you.

About Onsite Insights

Onsite Insights organises visits to successful companies across the UK and internationally.

Company visits encourage the sharing of best practice and innovation between companies.

Customer feedback results

- **100%** recommend the programme as an excellent business tool
- **98%** of companies recommend this form of learning
- **96%** identified new ideas for their business.

Become a Host Company

If you are interested in seeing how becoming a host will benefit your organisation, call us today and we will arrange a time to come and visit you.