

# Hoshin Kanri Strategy Development Program

## Workshop Outline

RTO 40575

### Head Office

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## Description

The objective of the Hoshin Kanri Strategy Deployment Program is to align the organisation's activities towards its philosophical and strategic objective, and then deploying those activities in a creative and engaging way.

The subject matter, principles and terminology are aligned with the 'Competitive Systems and Practices' courses which are nationally accredited under the Australian Skills Quality Authority. Efficiency Works will tailor the program and training content to specific customer requirements.

The program is conducted over **one day** and provides a structured and progressive series of facilitated interactive workshops commencing with an exercise designed to build the participants' understanding and appreciation of Hoshin Kanri, followed by an introduction to the Strategy Deployment model and its broader context within Lean Thinking.

Strategy Deployment commences with an activity to define 'True North', a process to develop a clear understanding and agreement amongst the group of the main organisational vision and mission, and hard business goals.

The group then undertakes an assessment of the current condition of the organisation's strategy deployment, develops a target future state and formulates a plan to get there.

This activity is followed by a series of exercises used to develop a balanced set of measures and targets that can be used to track strategy execution, and the development of short- and long-term implementation plans that are tested using the DMAIC and 'Catchball' processes.

The group are shown tools and techniques to help them monitor plan deployment, solve problems, communicate progress, and continuously improve.

Depending on the size, complexity and preparedness of the organisation, the program is conducted over a period of one to three days and comprises a combination of training delivery, presentations and facilitated exercises and discussion that will challenge participants, transfer knowledge, and develop skills.

## Workshop Outline

The workshop outline may change through negotiation to meet the customer's request / requirements; however.

The table below represents an example of a workshop out-line.

Session	Topic	Activities
1	Hoshin Kanri	What is strategy deployment? The Hoshin Kanri model and process; PDCA; A3 thinking; the system of Lean Thinking
2	Strategy Deployment	The Strategy Deployment process; 'True North'; development & alignment around Vision, Mission & Goals; exercises & discussion; 'must do, can't fail' projects
3	Performance Measures	The Balanced scorecard; areas of key performance; 'Mother Strategy development; targets & metrics development; visual performance management; exercises & discussion
4	Strategy Deployment Planning	Short, medium & long-term plans; high-level A3 exercises; initiatives, metrics & tactics; planning checklist; review & discussion
5	Deployment	'Baby' A3s; DMAIC process; 'Catchball' top-down, bottom-up; brainstorming; exercises
6	Monitoring Performance	Performance dashboards; cascaded strategies; exception management; performance reporting; exercises
7	Problem-solving	Approaches & tools; DMAIC application; scenario analysis; embedding cultural change
8	Continuous Improvement	Hoshin Kanri checklist; PDCA review; wrap up discussions

-  A basic understanding of the principles, tools, and techniques of Lean and a valuable first step towards further training
-  Business improvement knowledge and skills that can realise tangible benefits in the workplace
-  A heightened awareness of waste and how customer value is created
-  A positive impact on workplace behaviours and culture
-  A catalyst for a program of continuous improvement

## Workshop Duration

The workshop is conducted over 1 day and comprises of interactive discussion on the elements of the customer's needs.

## Pre-Workshop learning

📌 Nil

## Achievement

The achievements of attending the Hoshin Kanri workshop will deliver the following outcomes for the organisation and the participants.

### What is in it for your business?

- 📌 Your staff working on improving your business with an experienced facilitator as a coach
- 📌 Actual improvements to real business processes
- 📌 Improved business environment for your people
- 📌 More engagement from your staff

### What is in it for your people

- 📌 Better skills to facilitate continuous improvement in the workplace
- 📌 Improved understanding of continuous improvement techniques
- 📌 Opportunity to realise their full potential

## Who Should Attend?

The learnings are relevant and applicable to all types of organisations and to all levels of leadership and management.

### For example, the workshop is suitable for:

- 📌 Operations Managers.
- 📌 Supply Chain Managers.
- 📌 Production / Service delivery planning manager.
- 📌 Customer Service / Sales Managers; and
- 📌 Senior Leaders.

# Workshop Facilitation and Training

Efficiency Works engage with professional facilitators that can deliver coaching, certified / non-certified training programs, team building, change management and leadership development services throughout all forms of business from the executive leadership team, senior managers, coordinators / team leaders and employees including contractors and volunteers where appropriate. Efficiency Works facilitators have a vast range of expertise from industry knowledge, practical application to formal qualifications with-in Training and Assessing.

Efficiency Works facilitators utilise a collaborative approach that quickly engages with participants, challenges thinking, transfers knowledge and builds skills. The facilitator utilises a combination of theory, learning exercises, visual aids, and group discussion to ensure that participants are fully engaged throughout the workshops and training programs.

## Benefits

The benefits of attending the Hoshin Kanri workshop will deliver the following outcomes for the organisation and the participants.

What is in it for your business?

- 📌 Your staff working on improving your business with an experienced facilitator as a coach
- 📌 Actual improvements to real business processes
- 📌 Improved business environment for your people
- 📌 More engagement from your staff

What is in it for your people

- 📌 Better skills to facilitate continuous improvement in the workplace
- 📌 Improved understanding of continuous improvement techniques
- 📌 Opportunity to realise their full

# Frequently Asked Questions

## WHAT ACCREDITATION OR RECOGNITION DOES THIS PROGRAM HAVE?

This is a non-accredited program.

## DOES THIS PROGRAM HAVE ANY ASSESSMENTS REQUIREMENTS?

As a non-accredited program this course has no assessment requirements. The course contains several activities designed to reinforce the key skills and knowledge outcomes.

## WHO IS MY TRAINER FOR MY PROGRAM?

All trainers and assessors have extensive and current industry experience and qualifications that meet the national requirements for VET trainers.

## WHO DO I CONTACT IN CASE OF ANY QUERY REGARDING MY PROGRAM?

For any program related queries, please email customer support at [admin@efficiencyworks.com.au](mailto:admin@efficiencyworks.com.au)