

# Study trip agenda:

## Management Systems for the Lean Enterprise

**April 16 – 18, 2019**

**Objectives:**

1. Summarize the principles and practice of Lean management systems, and explain how they are fundamental for the success of an enterprise transformation
2. Observe first-hand how different organizations utilize these powerful management systems to achieve success
3. Develop action plans to transfer study trip lessons learned

**Cost: \$3,550 including tuition, site tours, hotels, group airline flights (if applicable), ground transport, facilitation of learning and most meals\***

### **Tuesday, April 16**

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**Arrive in Augusta, GA**

**2 PM** Welcome, education and prep

**6 PM** Group dinner

### **Wednesday, April 17**

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**8 AM** Tour Club Car

**330 PM** Bus transport to Gainesville, GA

**530 PM** Group dinner

### **Thursday, April 18**

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**8 AM** Tour Northeast Georgia Health System

**230 PM** Bus transport back to airport

**430 PM** Approximate Arrival Atlanta Airport

**Continued on back**

\*Excludes flight arrangements into originating city and from departure city, and transportation to originating city hotel.

## Club Car, Georgia

<http://www.clubcar.com>



Club Car boasts nearly 60 years of industry-leading innovation and design, initially focused on golf cars and then expanding to commercial utility vehicles and personal-use transportation. The company was acquired in 1995 by Ingersoll Rand. Every detail of design, fabrication and assembly at Club Car is executed with an uncompromised desire for superior performance. Manufacturing quality products is paramount to their employees, and has been the driving force behind the company for over 50 years. It's also why they were named one of EHS Today's America's Safest Companies. Their relationship with customers and approved dealers is equally important, with a worldwide distribution network including over 350 distributors and dealers.

Ingersoll Rand has been on its Lean Journey for 8 years, while Club Car has been under transformation for the last 6 years. The first 3 years at Club Car was under the direction and guidance of Simpler Consulting, whose Operating System still provides the foundation of the work being done across the Club Car SBU. Club Car's focus has been on 3 areas: Growth Excellence, Winning Culture and Operational Excellence via the Simpler Business System. During site visits attendees will see examples of each area; our MDI (Manage for Daily Improvement) team huddles, problem solving techniques used at the value adding operations, visual management, cascading strategy deployment, local model line improvement work and the Obeya Room (War Room) concept supporting our Product Growth Teams (PGTs). Attendees will also visit our Moonshine operation (conveniently referred to as the Caddyshack) and will witness our Team Leader Development Program (TLDP) in action. Club Car's culture is what sets us apart and our engagement across the entire business allows us to continue to grow and deliver Premier Performance.

## Northeast Georgia Health System, Georgia

[www.nghs.com](http://www.nghs.com)



Northeast Georgia Health System (NGHS) is a not-for-profit community health system serving almost 800,000 people in more than 13 counties across Northeast Georgia. NGHS provides primary care and specialty services through a medical staff of more than 600 physicians within three hospital campuses and more than 50 physician and specialty clinics.

NGHS has established a Quest for Excellence, which embodies a culture of continuous improvement. During site visits, attendees can expect to observe a variety of tiered huddles while learning about NGHS' daily management system. Problem solving techniques, visual management, cascading strategy deployment, local model line improvement work and physician clinic visits are witnessed on a typical site tour. Participants will also observe how NGHS has developed an organization of skilled and empowered problem solvers, along with effective leadership development and coaching methodologies, to continue to improve and expand services to meet the patient care needs of this growing region.



For more information, call **844-260-7839**.