The Application of Lean Six Sigma in New Zealand Organisations: Case Studies from Different Sectors

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Suggested Themes:
2. Developing management and organisational capability
14. Process management and improvement

Abstract
The continued growth of Lean and Six Sigma internationally is reflected in the number of case studies, user groups and indeed consultants in these fields. This trend is also reflected in New Zealand where an increasing number of organisations have seen the benefits of applying these derivatives of Deming's and Taiichi Ohno's legacies to the world.

Seven years ago the words 'Lean' and 'Six Sigma' were very alien to many organisations in New Zealand but they are now becoming more commonplace. Competing internationally and growing business without collapsing under complexity requires that we examine our fundamental approaches to thinking, working and organisational design. The use of Lean Six Sigma is a way of tackling these issues, achieving global competitiveness and then maintaining it.

This presentation will show how Lean Six Sigma has been used to benefit three example New Zealand organisations from different sectors. The experiences of the people involved in applying new thinking to old problems and taking performance to new levels will be presented along with the details of the target processes, products and services.

The presentation will describe through case study examples how these organisations applied Lean Six Sigma to specific organisational issues along with the detail of the methodologies they employed. Whilst each of these organisations come from completely different industry types, the common themes and experiences encountered in the delivery of change have been found to be very similar.

Biography:
Mel has lived in New Zealand for over 7 years and is the Managing Director of Thornley Group. Founded six years ago, Thornley Group has been instrumental in the deployment of improvement strategies for some of New Zealand's best known brands. In his capacity as consultant and trainer, Mel has worked with a wide range of organisations from manufacturing to banking. Prior to moving to New Zealand Mel held senior management positions in the automotive and steel Industries. Roles included New Product Introduction, Customer Experience, Product and Quality Development along with specialist roles in Metallurgy and Materials Engineering. He graduated from The University of Sheffield in the UK in 1991 with an M.Eng degree and later returned to complete an MBA. Mel is a Chartered Quality Professional and a Six Sigma Master Black Belt.

Presentation experience
Mel is a regular speaker at New Zealand conferences and he has presented on diverse topics such as Lean Healthcare, Benchmarking, and Customer Experience. As a consultant and trainer he has presented to dozens of groups