

MASTER CLASS ON MAINTENANCE PROCESS IMPROVEMENT

LEAN MRO & THEORY OF CONSTRAINTS (TOC)

AMSTERDAM, 3-7 JUNE 2019



AMSTERDAMUAS.COM/LMRO

MORE FLOW AND LESS WASTE IN YOUR MRO ORGANISATION

CRITICAL IN TODAY'S TRANSPORT ENVIRONMENT

Applying Lean and TOC in the Maintenance, Repair & Overhaul environment of transport systems is significantly challenging. The University of Tennessee, Haslam College of Business and the Amsterdam University of Applied Sciences, Aviation Academy are proud to co-host a joint master class on Maintenance Process Improvement.

This master class combines two separate courses:

- ▶ Applying Lean in MRO organisations (3-4 June 2019)
- ▶ Theory of Constraints: A comprehensive treatment (5-7 June 2019)

Registration is possible for just one or for both courses.

APPLYING LEAN IN MRO ORGANISATIONS (3-4 JUNE)

Short introduction

The fifth edition of this unique course is still the first of its kind to focus exclusively on MRO organisations. The course will address eliminating waste, improving quality, creating flow, and enhancing responsiveness to customer needs in the MRO environment. The participants will gain insight into how to apply Lean principles in the MRO world.

The course teaches the principles of Lean enterprise combining presentations with extensive participant discussions. You will share ideas, collaborate with other participants, and engage in hands-on simulations that illustrate Lean principles specific to MRO.

You'll learn how to address the specific problems your MRO organisation faces:

- ▶ High variability in demand
- ▶ Uncertainty in work scope and material requirements
- ▶ Unpredictable response times from support operations and external suppliers
- ▶ Difficulty in managing shared resources
- ▶ Implications of the diagnosis-scheduling/dispersal/backshop/assembly/test sequence
- ▶ Complex and unpredictable flow paths
- ▶ Use of data to optimize MRO operations

Learning outcomes

During this course you will:

- ▶ Understand how to eliminate waste
- ▶ Learn to create flow and respond quickly to customers
- ▶ Apply Lean principles
- ▶ Experience hands-on methodology with industry-experienced faculty

Participant profile

This course targets managers, engineers, Lean change agents and others involved in implementing Lean concepts in Maintenance, Repair and Overhaul (MRO) organisations.

Course instructors

Faculty members of the Aviation Academy.

THEORY OF CONSTRAINTS: A COMPREHENSIVE TREATMENT (5-7 JUNE)

Short introduction

The Theory of Constraints (TOC) provides a novel, and often counterintuitive, perspective to managing businesses. TOC helps organizations achieve unparalleled bottom line results within a relatively short time frame by simply focusing on, and addressing, the organizational barriers to growth. These barriers or constraints usually arise in the form of policies that inhibit growth. This 3-day comprehensive program shows participants how to overcome these barriers and to grow their business at an unprecedented rate by providing customers a mafia offer, an offer that is so compelling that the customer is unable to turn it down.

The program uses a number of interactive simulations to deliver the material, showing them how TOC concepts find application in a wide variety of settings. Participants will understand how the drum-buffer-rope technique provides a very effective way to reduce flow times. They will learn how a TOC technique, Critical Chain Project Management (CCPM), can significantly improve their project delivery times. In particular, the CCPM technique is presented using a series of videos that also illustrate how the presenter applied the technique to facilitate a very large maintenance, repair and overhaul project for the US Air Force. They will understand how a TOC technique, Throughput Accounting, can help better exploit the constraint to generate significantly increased profits.

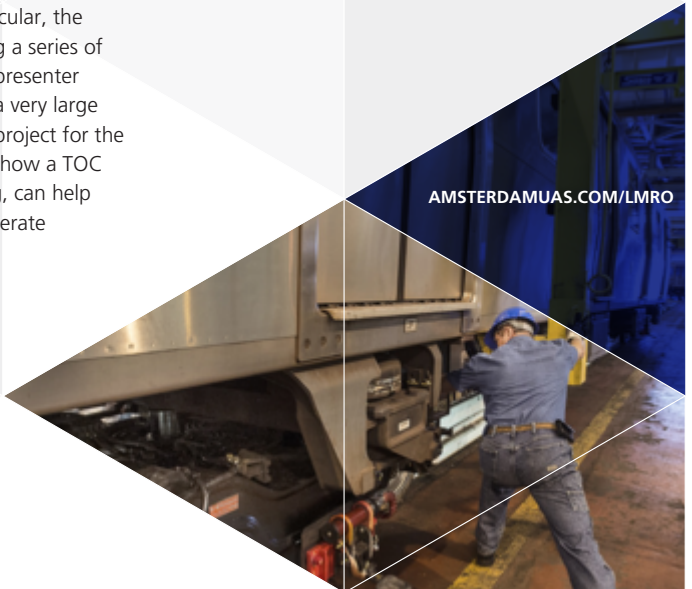
The program culminates with a hands-on simulation in which participants learn how they can apply TOC in combination with Lean to gain a vital competitive edge leading to a significant improvement in organizational financial performance.

Learning outcomes

Participants in this program will:

- ▶ Understand how a focus on throughput rather than cost reduction will deliver significant bottom line results.
- ▶ Learn the TOC Thinking Processes and understand how they can help overcome constraints caused by policies that inhibit growth.
- ▶ See how the Drum-Buffer-Rope (DBR) technique of TOC helps control inductions to deliver significantly shorter flow times,
- ▶ Understand how Critical Chain Project Management (CCPM) that allows organizations to complete projects faster, with significantly reduced cost and effort,
- ▶ Learn, through an interactive competitive game, how TOC combines with Lean to achieve the vital competitive edge, resulting in significant improvement in profits.

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Participant profile

This course targets operations managers, financial managers, maintenance managers, procurement managers, Lean change agents, production planners and engineers in MRO and manufacturing organizations.

Course instructor

Dr. Mandyam Srinivasan ("Srini") is the Pilot Corporation Chair of Excellence (Emeritus) and Clinical Professor in the Haslam College of Business. Srini has many years of experience working with leading automobile manufacturers. He has published in a wide range of academic and professional journals and is the author of five books, including Building Lean Supply Chains with the Theory of Constraints and Lean MRO: Changing the Way you do Business, both published by McGraw-Hill. He is the winner of the Franz Edelman Award for excellence in Operations Research.

Testimonial

"You've taught us well, we've had great success there. Utilizing TOC principles, we've reduced span by approximately 34 percent and cost by approximately 50 percent for flight operations ... just phenomenal." – Testimonial from the Senior Production Manager of a Fortune-100 organization in the aerospace industry.



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PRACTICALITIES

Course dates

Lean MRO: Monday-Tuesday, 3-4 June 2019
Theory of Constraints: Wednesday-Friday, 5-7 June 2019.

Registration fees

Registration fee in case you are participating in one course:

Lean MRO early-bird & reduced fee: €675

Lean MRO full fee: €750

Theory of Constraints early-bird & reduced fee: €1440

Theory of Constraints full fee: €1600

Registration fee in case you are participating in both courses:

Lean MRO + Theory of Constraints early-bird & reduced fee: €2025

Lean MRO + Theory of Constraints full fee: €2250

The early-bird fee applies until 15 March 2019.

Members of Aviation Academy partner organisations are entitled for reduced fee. The partner organisations are named in the online registration form.

Registration and more information

Please visit www.amsterdamaas.com/lmro or contact

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We are happy to answer any questions you may have.

