

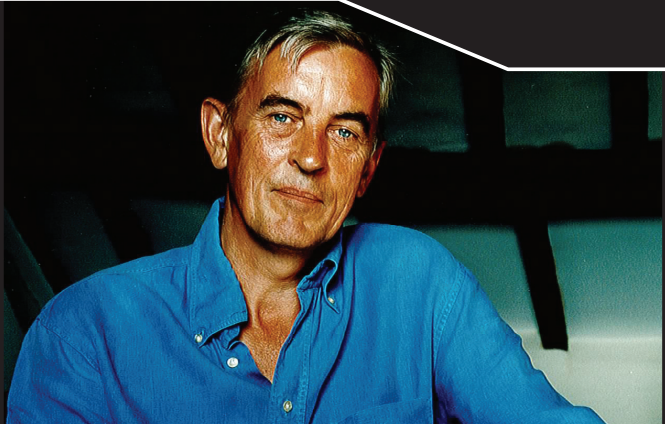
John Seddon

presents

Freedom from Command & Control ...

the Toyota system for service organisations

Featuring leading practitioners who have changed the way they think - achieving extraordinary results



“Expect to be stimulated, entertained and disturbed”

The Toyota Production System is legendary. Toyota leads automotive companies in market capitalisation and quality. Its secret is a different way of designing and managing work.

Service organisations differ from manufacturers in important ways, not least because the customer is involved in production.

And because service organisations don't make things, change is fast.

Live at

EICC

Edinburgh 6th October 2005

QEII Conference Centre

Westminster 11th October 2005

**“One day that could
change the way you think”**

Always controversial, John Seddon is an outspoken critic of conventional management thinking.

He translated the Toyota system - whose results are legendary - for service organisations - improving service, reducing costs and transforming morale.



Tickets £395 + VAT

IQA members £295 + VAT

For tickets contact the IQA:

020 7245 6722 quoting Vanguard or

email iqa@iqa.org quoting Vanguard.

www.lean-service.com