

Established *by Industry for Industry*

# SC21 Supply Chain Development & Performance Training Day

## Programme

The event is designed to introduce the scope and content of the 'Supply Chain Development & Performance' element of the SBAC 'Supply Chains for the 21<sup>st</sup> Century' (SC21) Programme. The next three events scheduled are as follows:-

- Wednesday 21<sup>st</sup> October 2009
- Wednesday 25<sup>th</sup> November 2009
- Thursday 21<sup>st</sup> January 2010

## Agenda

All days are an 8.45am registration for a 9.00am start and will close at approximately 4.00pm.

- Registration & Introductions
- Background to SC21 Programme
- SC21's Supply Chain Development & Performance Pillar
- EFQM Business Excellence Model
- The Manufacturing Excellence Framework
- Diagnostic Assessment
- Management Commitment Assessment
- Continuous Sustainable Improvement Planning process
- SC21 Recognition Awards
- End of Day review & close

## Venue

The offices of the.....

**Industry Forum**  
**2410 Regents Court,**  
**The Crescent, Birmingham Business Park,**  
**Birmingham B37 7YE**

## Course Booking

Attendance on this course is generally achieved through booking a place via our web site at [www.industryforumaerospace.co.uk](http://www.industryforumaerospace.co.uk). Course fees are currently set at £175 (plus VAT) per delegate. Credit card payment is an available payment option. Where it would better suit the needs of a company the Industry Forum can also deliver this course on site at the client company.

## Further Information

For further information, please visit our web-site at [www.industryforumaerospace.co.uk](http://www.industryforumaerospace.co.uk) where a detailed product 'flyer' is available (downloadable) for the above event or contact:-

Karl Smith – Head of Aerospace & Defence Programmes (Industry Forum)  
[karl.smith@industryforum.co.uk](mailto:karl.smith@industryforum.co.uk) or **07887 562833**

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*IF is an SC21 'Strategic Partner' and approved 'Training Partner' for SC21 Development & Performance*

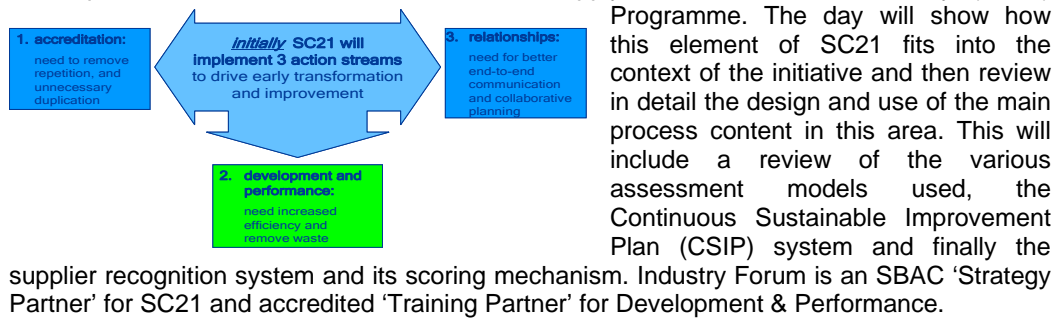


21<sup>st</sup>  
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# SC21 Supply Chain Development & Performance Training Day

## Overview

A one day training event designed to introduce the scope and content of the 'Supply Chain Development & Performance' element of the 'Supply Chains for the 21<sup>st</sup> Century' (SC21)



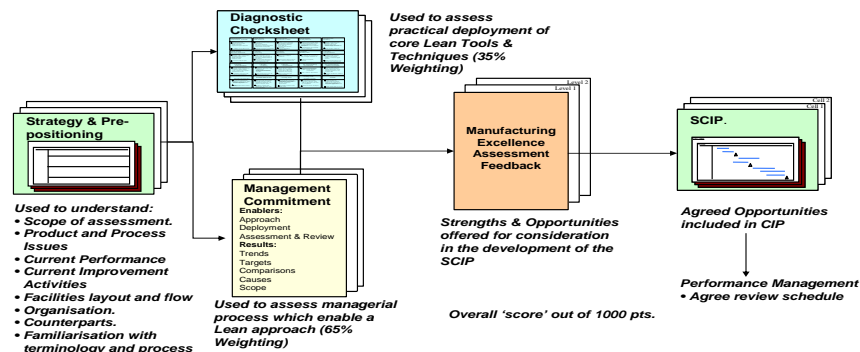
## Who should attend?

Senior Executives considering the deployment of the SC21 Development & Performance processes in their business. Supply Chain Management personnel interested in understanding what to expect from an SC21 aligned supplier. Finally, potential internal or external assessors for the Manufacturing Excellence process can use this as stage one of the three stage assessor qualification process.

## Approach

The day starts with an overview of the SC21 Programme and then moves on to discuss the structure and content of the Development & Performance action stream. 'Why urgent action is necessary' then features an overview of some historical Aerospace & Defence sector data.

As one of the main process elements of the SC21 Development & Performance system the Manufacturing Excellence process is then discussed.

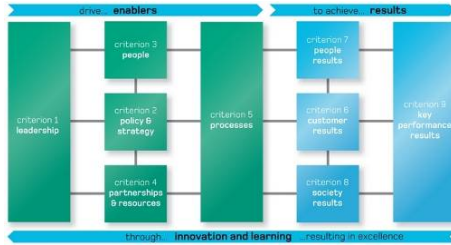


We explain in detail the content of both the shop floor 'Diagnostic' and the more significant 'Management Commitment' assessments before showing how these feed into the CSIP.

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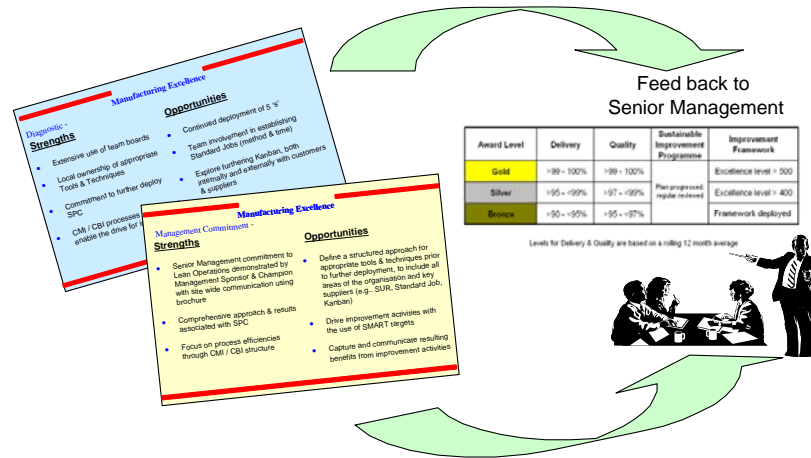
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The second major element of the Development and Performance assessments is the EFQM Model (European Foundation for Quality Management). Both the full 'Business Excellence' model' and the SME focussed 'Determining Excellence' assessment systems are discussed. Again we review how these are used to feed into the CSIP and hence influence business strategy.



Finally, the recognition process is discussed showing how each of the assessments and performance measurement values come together

in a consistent 'continuous sustainable improvement planning' system and a customer/sector recognition award at bronze, silver or gold.



## Benefits

Attendees will be given a good understanding of the structure and content of all process elements of the SC21 Development & Performance activity stream. This will enable them to either prepare their own company for an upcoming assessment or achieve the first step to becoming approved as a manufacturing excellence assessor.

## Course Booking

Attendance on this course is generally achieved through booking a place on one of our open SC21 Development & Performance training days. These are held regularly and a schedule is available to view on our web site at [www.industryforum aerospace.co.uk](http://www.industryforum aerospace.co.uk). Where it would better suit the needs of a company the Industry Forum can also deliver this course on site at the client company.

## The Next Step?

For further information contact:  
Karl Smith - Senior Advisor, SMMT Industry Forum  
Tel: 0121 717 6600 or 07887 562833

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21st  
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