

## Establishing Reliability Excellence for Lean Implementation

- ▶ **Location:** Knoxville, Tennessee
- ▶ **Duration:** One week
- ▶ **2009 Dates:** November 15-20
- ▶ **2010 Dates:** April 25-30, November 14-19
- ▶ **Tuition:** \$4,500 (includes meals and lodging)

### Participant Profile

This program is designed for leaders who are interested in transforming their business through lean by optimizing manufacturing assets and processes. The program is appropriate for plant managers, maintenance managers, business unit managers, directors of operations, vice-presidents of operations and operation managers. This program will establish the link between reliability and lean for operational excellence.

### Overview

The lean enterprise model is a proven method for eliminating waste from the value stream and for creating flow. Lean techniques can be used to improve customer lead times and product quality while reducing inventory, floor space and improving efficiencies. Prior to implementing lean techniques, processes must be stabilized. One specific component of a stable process is equipment reliability. Many organizations' lean efforts have been sub-optimal or have failed entirely due to the lack of equipment reliability. The University of Tennessee and Life Cycle Engineering have partnered to offer "Establishing Reliability Excellence for Lean Implementation" to provide solutions for total operational excellence. This is where maintenance and operations merge!

Organizations will realize increased ROI

through increased capacity, increased uptime, improved quality, and process efficiency via equipment reliability improvement. In addition, they will build the foundation to achieve a significant competitive advantage through a lean transformation.

The foundation of the course is built around three learning streams – Leadership, Processes and People.

### A. Leadership

- ▶ Strategic Plan Integration
- ▶ Performance Management
- ▶ Organization Structures: Role of Leadership, Reliability Engineering, Materials Management, Personnel Management
- ▶ Risk and Pitfalls
- ▶ Change Management

### B. Processes

- ▶ Financial Impact of Reliability: Capital Avoidance, Operational Savings, Revenue Loss
- ▶ Technical Elements – Overview
- ▶ Sustainability
- ▶ Implementation Strategy

### C. People

- ▶ Relationship Building (across and up and down)
- ▶ Engaging the entire value stream

The course is ideal for those beginning the lean path and need to stabilize processes or those that have implemented lean concepts, but have stumbled in the sustainability.

# Establishing Reliability Excellence for Lean Implementation

---

## Faculty

The University of Tennessee Center for Executive Education has partnered with Life Cycle Engineering to deliver this program.

► **Paul Borders** –Paul Borders is a principal consultant with Life Cycle Engineering, Inc. (LCE). Prior to joining LCE, Paul worked as a strategic manufacturing manager for over 17 years. His realm of experience includes progressive expertise in top quality plant operations, quality control, safety, and environmental management. As a plant leader, Paul delivered consistent and significant performance improvements in all operating metrics: productivity, quality, safety, cost effectiveness, profitability, and employee engagement. Enabled through LCE's Reliability Excellence (Rx) process, Paul helps companies sustain performance improvements by driving culture change to ensure new systems become a fundamental way of life. Paul heads LCE's Lean Manufacturing Community of Practice. A persuasive, respected leader and team builder, Paul is skilled in cross-functional collaboration with all operating departments of an organization.

► **Charles "Chuck" Parke** –Chuck is a faculty member with the Center for Executive Education at the University of Tennessee. He graduated in 1985 from the University of Tennessee at Knoxville where he majored in Industrial Engineering. He worked in the automotive industry for approximately nine years with TRW in Rogersville, Tennessee in various engineering and manufacturing management positions. In 1994, he became the Plant Manager of the Snapper Power Equipment facility in McDonough, Georgia. Two years later, he was promoted to Vice-President of Operations. He was hired in 1998 by Lifestyle Furnishings as the Vice President of Manufacturing for their Lexington Home Brands Division. In 2001, he joined Maytag as the Vice-President of Operations for the Laundry Division in Herrin, Illinois followed by the position of Vice-President of Operations for Maytag's Cooking

Division in Cleveland, Tennessee. Chuck returned to the University of Tennessee in 2003 to receive his Masters Degree in Business Administration.

► **William (Bill) Peterson**–Bill has over thirty years of experience in the aircraft Maintenance, Repair, and Overhaul (MRO) business in positions of increasing responsibility across a broad spectrum of disciplines, including military service, troubleshooting and repair, training instructor, operational management, sales and marketing, and international assignments. Throughout these assignments, Bill has used Continuous Improvement tools such as Lean and Six Sigma to lead change in processes and organizational culture.

Along the way, Bill earned a BS in Professional Aeronautics at Embry-Riddle, his FAA Airframe and Power Plant Licenses, and is a certified Black Belt in Six Sigma. Bill recently retired after 26 years in Delta's Technical Operation division. He has since completed his MBA in Lean Aerospace at the University of Tennessee and joined UT's Center for Executive Education as an adjunct faculty member.

► **Darrin Wikoff, CMRP** –Darrin Wikoff, CMRP, is a Principal Consultant at Life Cycle Engineering Inc. (LCE), specializing in Project Management, Business Process Re-Engineering, Reliability Centered Maintenance and CMMS/EAM implementations. As a certified Change Management Professional, Darrin coaches and mentors many of the world's industrial leaders through the rigorous process of implementing and managing reliability improvement initiatives in support of World Class Operations. Through his ability to combine technical expertise with Lean Manufacturing methodologies, Darrin has enabled organizations to improve Overall Equipment Effectiveness while reducing overall maintenance costs. Most recently, Darrin has led efforts in North America and Australia as part of Alcoa's global initiative to achieve Reliability Excellence.

# Establishing Reliability Excellence for Lean Implementation

---

## Facilities

Classes are held in the executive classrooms of The University of Tennessee Center for Executive Education. These facilities are specifically designed for group-interaction programs.

Accommodations are single-occupancy rooms at a nearby hotel.

## Related Courses of Interest

- ▶ Lean Enterprise Systems Design Institute
- ▶ Lean Applied to Business Processes
- ▶ Lean for Maintenance, Repair and Overhaul

## Contact

For more information on *Establishing Reliability Excellence for Lean Implementation*, please call, write, or email:

**Deidre (DeDe) Heitmann Hughes,**  
**Program Coordinator**

**Rhonda Barton, Director**

Center for Executive Education  
College of Business Administration  
The University of Tennessee  
603 Haslam Business Building  
Knoxville, TN 37996-4160

Phone: (865)974-5001

FAX: (865)974-4989

E-mail: [TheCenter@utk.edu](mailto:TheCenter@utk.edu)

For current news on the Center for Executive Education and its offerings, visit our web site at <http://TheCenter.utk.edu>.

For more information on Lean activities at the University of Tennessee, please visit our web site at <http://lean.utk.edu> and <http://leanreliability.utk.edu>.