

Express Employment Professionals
in partnership with **Dr Tim Hill PhD** presents a
Lunch n Learn Seminar on Wednesday October 8th, 2008

Best Practices with People and Processes
“Can You Afford Business as Usual?”

About the Seminar:

Savings come from using best practices on two fronts: people and processes.

- The people front means that organizations could reduce the error rates associated with hiring, training and performance management. Human resources leaders can then show their companies that HR could be a major source of savings. This is important as most HR leaders cannot bring any information to the boardroom about sales or production. HR doesn't sell or make anything. Best practices with people, however, can cut training

costs, reduce turnover and absenteeism and align people with business goals.

- The process front means that organizations could reduce their manufacturing and delivery error rates – from making products to delivering services.

Did you know? Companies have huge losses when they don't follow standard work or adopt Lean best practices?

Consider: Most firms will lose 3-20% of their gross sales when they don't use Lean best practices to cut the cost

of their defective goods or deficient services.

Consider: Service sector businesses are also hurt by poor quality. Lean best practices apply to conference facilities, technical support / service departments, call centres, governments and more. Think about the error rate, delay time or waste of time when you call for support, need documents, or request a service. Getting it right the first time, with no mistakes and on-time are important in services, too. Smooth and timely delivery of service is important in all service sectors...

About the Facilitator



Dr Tim Hill PhD

Tim represents a unique combination – practical leadership in both human resources and quality. He has been consulting to world leaders for over 25 years. He started consulting in order to share best practices with the people and businesses that needed them. Tim has worked with hundreds of organizations – from multinationals to family business and governments to non-profits. He has saved organizations literally millions of dollars.

He completed graduate studies at UWO in Industrial and Organizational Psychology, specializing in measurable human resources. As a graduate student, he started his studies in quality in Japan at places such as at the Asian Productivity Organization, the W. Edwards Deming Institute, the Kaizen Institute, the Japanese Association of Suggestion Systems, the Quality Control Research Institute, Japan and the Japanese Union of Scientists and Engineers (JUSE) and more. He had the opportunity to meet and work with Deming, Ishikawa, Imai and other world quality leaders. He is listed as UWO's expert on human resources, Lean and corporate social responsibility.

Tim brought a number of firsts to South Western Ontario: Computer-based selection testing and health and safety training; And-on boards; Tools for measuring human resources and quality savings and more.

He is a popular speaker, has authored a number of books, published

hundreds of validated surveys, earned 7 Who's Who citations and consulted, taught and lived in Canada, Hawaii, China, Japan, Malaysia and West Africa. His work experience has ranged from Canada's Bay Street to international green field production facilities.

Tim returned to consulting under his own banner after leading the new international Lean Enterprise Group for one of the world's largest consulting houses. He was also selected by Toyota Canada to train its employees on its quality processes and has worked with Toyota in Canada, China, Japan and the US for over 20 years, including partnering on a Kaizen book for industry, training materials and more.

He is a Certified Lean Six Sigma Black Belt and is certified in Project Management. On a personal note, he is a licensed Private Pilot, SCUBA diver and internationally certified instructor for Spinning, Pilates and Tai Chi.

To Reserve your seat phone (519) 578.9030 or e-mail John.Rose@Expresspros.com
