



**QCDSM**  
LEAN BUSINESS EXPERTS

www.qcdsm.com; [info@qcdsm.com](mailto:info@qcdsm.com);  
Peter J Paola President/CEO;  
Willem J Botha Director Training and Development  
[willem@qcdsm.com](mailto:willem@qcdsm.com)

## The Try Z Seminar

A hands-on experience in LEAN,

When you invest in improvements and quality processes your most important next step will **be: 'to ensure that what you want to do will be carried out and driven by your people?'**

The quick answer? Ensure that your people understand and are committed to what you want to achieve but that you provide them with the process on **HOW to achieve the goals.**

Together with all the training, promotion and support that you are giving, there is, however, another step that needs to be followed.

It is to provide your people with a hands-on experience of what it is you want to achieve! **This is what the Try Z Seminar provides.**

Let us explain.

### THE PURPOSE OF THE TRY Z SEMINAR.

Many of the systems available have excellent theory and practice to back them up. But, what is lacking is a **'show me'** element that goes beyond theory and lectures. The bridge between explaining what it is you wish to achieve and SHOWING your people how to achieve it is that next step. By providing them with a **'try it out for themselves'** experience you can answer those questions which are all important to gain their commitment. There is a need to provide the people who would be responsible for **'making it happen'** with the opportunity to experience the process first hand.

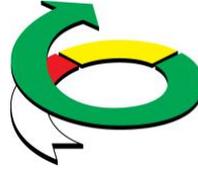
**The Try Z seminar as part of the QCDSM process does precisely this.**

### SOME OF THE QUESTIONS ASKED WHEN THIS 'NEW' SYSTEM IS PROPOSED!

1. How does it work?
2. What does process driven really mean?
3. Is attention to detail all that important?
4. Why is process driven so necessary for consistency?
5. What about development of procedures - how is it done, what is involved and how long does it take?
6. Why is measurement before, during and after writing processes so important?
7. Can we really involve all the people of the area and what does it take to do this?
8. How can you reproduce something in a classroom and expect it to work in real life?
9. Can you really build a team based on measurement and processes?
10. Does this system ensure the empowerment of the people of each area?
11. How do you convince someone who has much experience to accept this alternative way of doing business?
12. Most important of all – how healthy is your supply chain? **The Customer / Supplier Relationship?**

If you read through these questions again and even add your own, your ability to answer these for your people is a major step forward in getting their commitment.

Consistent **Quality** : Competitive **Cost** : On Time **Delivery** : Uncompromising **Safety** : High Employee **Morale**



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Employee buy-in is the most important first step to any different or new process or system being implemented into a company.

**Your wish is to not only convince them of the value of the process or system you wish to implement but to get them to be both the drivers and the owners of the system!**

More is wanted than talking about and demonstrating previous successes. You need to let them **'experience it for themselves.'** This is what the Try Z Seminar provides. Instead of long days of sitting and listening to lectures they actually do it for themselves. They will marvel at the simplicity of the underlying principles, viz. measure, problem solve, capture the solution in a properly written process, test the process, train it correctly and audit it after being trained.

Finally, they will be able to measure it again to verify the improvement. All this while having fun!

This is a tool that will practically demonstrate to your people what it is you wish to achieve. The Try Z seminar involves the people in a hands-on training process which lets them develop the processes needed to run their tasks/areas no matter what industry, their specific tasks and to create decision trees so that they can be successful.

**We have had over 35 years of experience in running this seminar in many different companies on all five continents and we have the expertise to customize it to your requirements and needs.**

### **WHY IS THIS SEMINAR SO IMPORTANT?**

**Firstly**, because **no matter the quality system you are using** or are wishing to implement, the seminar will demonstrate how **process control with people involvement** is used to obtain consistency in quality, cost, delivery, safety and employee involvement.  
[This seminar is a pre-requisite when implementing our QCDSM system.]

**Secondly**, the lessons learned in the seminar enable the people to understand that the foundation for **high productivity and efficiency is process driven** and will give them the practical, hands-on experience that it works.

**Thirdly**, it demonstrates how by focusing on the process and the results of the process, the group learns how to become involved in continuous improvement.

**Fourthly**, the seminar depends on the fact that those taking part in it will move back into an environment that will support their experience. This will be your Lean quality system. There are many other benefits that we would be pleased to share with you as well.

### **HOW WOULD YOUR COMPANY USE THE TRY Z SEMINAR?**

The Try Z seminar lasts for 2.5 days. It begins at 7.30 am and ends around 4:30 pm on the first day, 4:00pm on the second day and depending on the activities of the group the third day usually ends by between 1-3:00pm.

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Q C D Systems Ltd  
Unit#6, 17b Fraser Road, Narrow Neck, Auckland 0624 Ph: +64 (0)27 474 3357  
QCD Systems Inc



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### Uniquely Designed

The QCD Try Z seminar is uniquely designed to take executives, managers and company personnel who will influence change through an introspective 2.5 day seminar. Delegates will explore and develop an understanding of the challenges involved in creating a Continuous Improvement and a Lean environment.

### Hands-on Experience

Instead of being lectured to, Delegates explore a hands-on learning of a process about which, initially, they know very little. They take this process through three continuous improvement cycles.

The group begins by formalizing the process, then testing the results. The initial production run takes approximately one hour after which delegates usually identify from 150 to 200 defects in the vehicles they produced. At this time, the Lean principles are applied and continuous improvement is made to the procedures used.

### Appreciation for Challenges

Among the results of this training is the development of a tremendous appreciation for the challenges involved in creating an environment for continuous improvement. When delegates leave the Try Z Seminar they will know how to begin to create the environment that will help the company apply the QCDSM principles.

Some challenges that delegates will be more equipped to handle include:

- An appreciation of the quantity of detail involved in managing processes as well as people;
- The realization that everything that need to be produced, developed marketed and administration supported, is a process;
- Understanding the importance of the written Detail Process Sheet to obtain continuous improvement;
- The discipline of sticking to the environmental changes which one is trying to create;
- Building teamwork as each team member improves his or her process based on its Quality, Cost, and Delivery and Safety measurements.

### The 'medium' used in the training!



QCD Systems, LTD. invites you to visit our web site:  
[www.qcdsm.com](http://www.qcdsm.com)

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