

# Culture of Accountability & Lean for Sustained Results

March 9-10, 2009 - Tucson, AZ

Hosted by 2007 AME Excellence Award Winner  
Ventana Medical Systems

Excelling in numerous top ranking financial metrics and demonstrating World Class Performance, Ventana Medical has been ranked 24 out of the top “100 Fastest-Growing Tech Companies” and 35 out of the top “100 America’s Fastest-Growing Small Businesses (Business 2.0, June 2006).

This workshop event uniquely illustrates lean and a culture of accountability in a high growth company. Ventana Medical will share the methodologies, results and lessons learned in their journey from a traditional functional manufacturing facility to reorganizing their factory using the Toyota Production System, using Kaizen methodology (PDCA/SDSC) and lean tools in developing a culture of accountability.

Over 70 percent of Ventana Medical has participated in Lean Training, Lean Workshops and ‘Improve It’ in the past five years. A significant shift in culture using a Culture transition process will also be presented.

## About Ventana Medical Systems, Inc.

Ventana Medical is one of the world’s leading developers and manufacturers of medical diagnostic instrument and reagent systems proving leading-edge automation technology for us in slide-based diagnosis of cancer and infectious disease. Their products are found in hospital-based histology laboratories, independent reference laboratories, and the drug discovery laboratories of some of the world’s largest pharmaceutical and biotechnology companies, government labs, and medical research centers.

Ventana Medical entered their Lean Journey after their Leadership Team recognized that as the company grew and more and more improvements were needed and that a cultural of accountability was of the utmost importance. In 2004 Ventana embarked on a Cultural transition journey that touches every employee in the company world wide. Ventana partnered with Partners in Leadership and began their next phase of the journey by developing an 8 cultural belief that embraces the culture that Ventana wants to continue to grow throughout the organization.

Ventana Medical truly believes that a cultural of accountability is one of the most important aspects of implementing a Lean Business System. The leadership team and its employees continue to developing a culture of accountability that enhances their Lean journey and keeps the company growing stronger each and every day.

## Key emphasis with this workshop/tour will include:

### Culture of Accountability

#### Lean Tools for Teams

- Quality, Cost, Delivery, & Safety – Metric Boards (QCDS)
- Daily teams Meetings
- Standard Work
- Hour by Hour Charts
- Visual Management

#### Lean Tools for Leadership

- Policy Deployment
- AIP’s

### Culture Transformation

- 8 Culture Beliefs
- Moving from C1 to C2 Culture
- Focus Feedbacks
- Team Cultural Commitment

### Key Metrics

#### Developing Key Company Wide Initiatives

#### Improving from 2001 to 2007

- Quality, Cost, Delivery, Safety – Metric Boards (QCDS)
- Policy Deployment
- AIP’s

#### Lean Tools for Leadership

- Policy Deployment
- AIP’s

### Results

#### Overall Company Performance – Sales, Operating Profits, Capital Investment

- Productivity
- Quality
- Employee Relations
- Overall Employment

# Culture of Accountability and Lean for Sustained Results Tucson, AZ - March 9-10, 2009

**Agenda** - The meeting will begin at 8:30 AM and end at 4:00 PM daily.

**Monday, March 10, 2008**

- Presentations
- Tours
- Breakout workshop sessions

**Tuesday, March 11, 2008**

- Presentations
- Tours
- Breakout workshop sessions
- Attendee feedback session

**Location**

Hilton Tucson El Conquistador Golf & Tennis Resort  
10000 N. Oracle Road  
Tucson, AZ 85704  
PH: (520) 544-5000

**Nearest Airport**

Tucson International Airport  
Phoenix Sky Harbor International Airport (113 mile drive South on I-10)

**Cancellation Policy:** Enrollment fee less \$100.00 non-refundable registration charge will be refunded up to one week before the event. Substitutions may be made anytime prior to the start of the workshop. This event may be cancelled by AME for any reason. AME is not responsible for incidental costs incurred by registrants. Purchasing refundable airline tickets is recommended.

**NOTE:** AME, on behalf of our host plants, may have to preclude some attendees from participating due to the proprietary nature of some of the information to be presented.

## Registration— Culture of Accountability and Lean for Sustained Results—March 9-10, 2009

Make check (U.S. Funds) payable to:

**Association for Manufacturing Excellence**

- \_\_\_\_\_ Check Enclosed
- \_\_\_\_\_ AMEX
- \_\_\_\_\_ MasterCard
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**Send payment to:**

AME, 3115 N. Wilke Rd.  
Arlington Heights, IL 60004  
Phone: (224) 232-5980  
Fax: (224) 232-5981  
Register online at: [www.ame.org](http://www.ame.org)

**Fees:**

AME Member: \$ 600.00  
Non-Member: \$ 750.00 (Non-Member rate includes a 1-year AME membership and a subscription to Target Magazine)

\*\* Payment or purchase order must be received by the AME office five days prior to the event start date. If no payment or PO number is received, you will be asked to pay with a credit card or check at the event before entry.