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This pack is designed to assist you in selecting a consultant or consultant group that best suits your needs and delivers a great return for your investment.

DISCLAIMER: This directory is a representative sample of coaches/consultants that we are aware of. Callaghan Innovation cannot endorse or recommend any of the listed coaches/consultants and is not responsible for any inaccuracies in the listed information or in any advice provided by the coaches/consultants.
SECTION A How to Choose a Consultant

This directory is an overview of New Zealand based consultants that have an expertise in lean coaching, training & implementation. We suggest the following steps to choose a provider that will meet the needs of your business:

1. Review the information using the checklist below.
2. Form a shortlist of 2-3 potential providers.
3. Follow the link to each of the shortlisted providers’ websites.
4. Contact providers directly for further information and request referees if required.
5. Make your choice and advise the provider who will make arrangements with you to commence next steps.

Checklist

Use this checklist while developing your shortlist.

✓ Sector Experience
  o Does the provider have experience in the sector your business operates in?

✓ Previous clients
  o Does the consultant have experience or even specialize in working with businesses that are similar to yours?

✓ Methodology
  o Does the style in which the provider delivers their services, seem to suit your business culture?
  o How flexible is the consultant in terms of the time commitment associated with their method of delivery?

✓ Location
  o Will a provider be in close proximity to help communication with you?
  o Are you willing to pay for travel costs if not included in the offered programme?
  o Will web based communication work for you?

✓ Cost
  o Prices vary between providers.
  o Does your chosen provider’s cost structure work well within your budget?
## SECTION B Overview of NZ Lean Consultants

*Click provider name to jump to detailed description.*

*The indicated cost range is intended as a non-binding estimate that clients can use to budget with. Prices exclude GST. Some consultancies charge for travel expenses and other disbursements separately.*

<table>
<thead>
<tr>
<th>#</th>
<th>Name</th>
<th>Technical Specialisation</th>
<th>Sector Experience</th>
<th>Pricing [NZD]*</th>
<th>Contact</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>8 STEPS</strong></td>
<td>• Implementation of Lean or Continuous Improvement Techniques</td>
<td>• Production &amp; FMCG</td>
<td>• ½ day workshops = 800</td>
<td>Liam Taylor 021 933 238 <a href="mailto:info@8steps.co.nz">info@8steps.co.nz</a></td>
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<tr>
<td></td>
<td></td>
<td>• Change Management, specifically “Traditional” to “Lean” Business Transformation</td>
<td>• SME-category business</td>
<td>• Full day workshops = 1500</td>
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<td></td>
<td></td>
<td>• Strategy Development and Deployment • Operations Management</td>
<td>• Food &amp; Beverage</td>
<td>• Monthly fees = 2000-$500</td>
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<td></td>
<td></td>
<td>• Project Management</td>
<td>• Specialist i.e. Defence &amp; Aerospace, Engineering</td>
<td>• Hourly fees = 150/h (option reserved for businesses in “maintenance” mode, who may only require minimal support or reviewing)</td>
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<td>2.</td>
<td><strong>ASSURITY CONSULTING</strong></td>
<td>• Design thinking • Agile delivery &amp; training • Service and product design • Business transformation</td>
<td>• Banking &amp; Fintech • Telco • Manufacturing • ICT</td>
<td>• 130 – 220/h • Fixed price packages available</td>
<td>Krista Pritchard 022 078 7199 <a href="mailto:Krista.Pritchard@assurity.co.nz">Krista.Pritchard@assurity.co.nz</a></td>
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<tr>
<td>3.</td>
<td><strong>CI NZ</strong></td>
<td>• All aspects of Lean Manufacturing and Lean Service • Facilitation of Kaizen and Rapid Improvement events • Structured problem solving using DMAIC, A3s and PDSA cycles • Tailored coaching and capability development programmes • Detailed data and process analysis</td>
<td>• Healthcare and Aged Residential care • Manufacturing – primarily fast-moving consumer goods – food and beverage • Service industries • Banking and Finance</td>
<td>• Consultancy services are typically priced at 1200 – 2000/d • Small group tailored training costs 1600 – 2200 per half day of on-site • Flexible options can be included, e.g., e-learning materials as time and cost-effective alternative</td>
<td>John McTaggart 027 715 1643 <a href="mailto:john@ciforum.co.nz">john@ciforum.co.nz</a></td>
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<tr>
<td>#</td>
<td>Name</td>
<td>Technical Specialisation</td>
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<td>4.</td>
<td>Deloitte &amp; Creative HQ</td>
<td>• Lean Startup – understanding the build-measure-learn feedback</td>
<td>• Financial Services</td>
<td>• 200 – 465/h per personnel depending on the nature of the work and the capability required.</td>
<td>Adithi Pandit 021 353 462 <a href="mailto:apandit@deloitte.co.nz">apandit@deloitte.co.nz</a></td>
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<tr>
<td></td>
<td></td>
<td>• Lean optimisation – processes to deliver sustained business change through robotics and process automation, waste elimination and customer-centric redesign.</td>
<td>• Health</td>
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<td></td>
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<td>• Kaizen-blitz – delivering a sprint-based process redesign opportunity in an intensive five-day period.</td>
<td>• Consumer Products</td>
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<td></td>
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<td>• Lean programme establishment – setting up the right processes, controls, measurement and capabilities</td>
<td>• Social impact</td>
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<td>5.</td>
<td>Improve8 Pty</td>
<td>• Toyota Production System and Toyota Way (Culture)</td>
<td>Manufacturing; Agriculture/Farming; Finance; Healthcare; Rail; Government; Retail; Defence; All others</td>
<td>• 1400/d</td>
<td>Jana Krizova Hocken 021 201 7217 <a href="mailto:jana@improve8.com">jana@improve8.com</a></td>
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<tr>
<td></td>
<td></td>
<td>• Lean Consulting services</td>
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<td></td>
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<td>• Kaizen Workshops</td>
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<td></td>
<td></td>
<td>• Lean Culture</td>
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<td></td>
<td></td>
<td>• Lean Training</td>
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<td>6</td>
<td>Improvement Direct</td>
<td>• Developing Lean Management Systems to suit client organisational requirements</td>
<td>• Manufacturing and Supply – Chain including FMCG experience</td>
<td>• Lean Implementation plans are designed with the client to match client’s needs, resource availability and budgets. Most projects a based on a 12 – 18 month plan to spread / reduce client costs and maximise the benefits and outcomes from Callaghan Innovation funding</td>
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<td></td>
<td></td>
<td>• Using Agile / Scrum Collaboration models in learning transfer and improvement implementation projects</td>
<td>• Service, IT Sales and Administration Teams</td>
<td></td>
<td>Peter Maunder 027 491 3327 <a href="mailto:peter@xtra.co.nz">peter@xtra.co.nz</a></td>
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<td></td>
<td></td>
<td>• Focusing on Team Engagement as a platform for lasting change</td>
<td>• Primary industries</td>
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<td></td>
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<td>• Experienced Lean implementation plans including real JIT Supply – Chain knowledge and experience, Continuous Improvement models for all Team (18 yrs. experience as Lean Consultancy)</td>
<td>• Retail and customer facing Teams experience and specific tools</td>
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<td>7</td>
<td>IMS Projects</td>
<td>• Application of Lean thinking</td>
<td>• Manufacturing</td>
<td>• Preferential prices apply for package programmes</td>
<td>Adrian Packer 021 304 539 <a href="mailto:adrian.packer@ims-projects.co.nz">adrian.packer@ims-projects.co.nz</a></td>
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<tr>
<td></td>
<td></td>
<td>• Development of Lean Management Systems</td>
<td>• SMEs and high growth business</td>
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<td></td>
<td></td>
<td>• Productivity improvement</td>
<td>• Food and Beverage</td>
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<td>• Change Management</td>
<td>• Services</td>
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<td>• Supply Chain optimisation</td>
<td>• Technology</td>
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<td>8</td>
<td>INTENT Group</td>
<td>• Manufacturing</td>
<td>• Primary Industries</td>
<td>• Costings are determined based on client need, required resource and timing, but we work with our clients’ budgets to help them achieve their desired outcome.</td>
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<td>• Supply Chain</td>
<td>• Healthcare, Pharmaceuticals; General Manufacturing; Government; Oil &amp; Gas; Education; Warehousing &amp; Distribution; Transport;</td>
<td></td>
<td>Ian Walsh 09 523 0366 <a href="mailto:iwalsh@intentgroup.co.nz">iwalsh@intentgroup.co.nz</a></td>
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<td></td>
<td>• Office</td>
<td>• Service; Information Technology, Administration and Sales</td>
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<td></td>
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<td>• Administration</td>
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<td></td>
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<td>• Innovation and / or new product development</td>
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<td>9</td>
<td>K &amp; P Consulting</td>
<td>• Strategic Planning, change &amp; transformation programmes&lt;br&gt;• Leadership Development, training &amp; culture&lt;br&gt;• Cost reduction, bottom line gains, ROI&lt;br&gt;• Lean Construction – horizontal and vertical&lt;br&gt;• Lean in Sales &amp; Marketing – Bids &amp; Tenders&lt;br&gt;• Lean &amp; Agile NPD, Software &amp; Hardware Development&lt;br&gt;• Lean Corporate services &amp; office – Lean HR, Shared Services, Lean Office, Lean Accounting</td>
<td>• Strategic Planning&lt;br&gt;• FMCG, Food Processing&lt;br&gt;• Service, Professional Services&lt;br&gt;• Primary, Horticulture&lt;br&gt;• Construction, Civil Engineering&lt;br&gt;• Manufacturing, Engineering, Electronics, Technology&lt;br&gt;• Sport &amp; Entertainment/Events&lt;br&gt;• Supply Chain, Logistics</td>
<td>• From 1,990/d</td>
<td>Karen Russell&lt;br&gt;027 231 6662&lt;br&gt;<a href="mailto:enquiries@kandpconsulting.co.nz">enquiries@kandpconsulting.co.nz</a></td>
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<td>10</td>
<td>Kaizen Institute NZ</td>
<td>• Full Lean implementation and culture transformation;&lt;br&gt;• Training, implementing, and coaching of KAIZEN™ foundational tools and techniques;&lt;br&gt;• Coaching senior leaders and business owners, middle management, and frontline management;&lt;br&gt;• Value Stream Improvement projects, including “job-shop” environments;&lt;br&gt;• Total Productive Maintenance (TPM)</td>
<td>• Manufacturing&lt;br&gt;• Construction&lt;br&gt;• Agriculture &amp; horticulture&lt;br&gt;• Food processing&lt;br&gt;• Financial services&lt;br&gt;• Healthcare&lt;br&gt;• Logistics and warehousing</td>
<td>• 1,295 – 1,950/d/consultant (<em>prorata</em> for ½-days)</td>
<td>Peet Wiid&lt;br&gt;021 897 832&lt;br&gt;<a href="mailto:pwiid@kaizen.com">pwiid@kaizen.com</a></td>
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<td>11</td>
<td>Leading Performance Consulting</td>
<td>• Leadership and culture&lt;br&gt;• Continuous improvement, problem solving and growth within organisations&lt;br&gt;• Lean strategy&lt;br&gt;• Cost reduction&lt;br&gt;• Overall Equipment Efficiency</td>
<td>• Fast moving consumer goods&lt;br&gt;• Pulp, paper, packaging and print&lt;br&gt;• Jewelry and design&lt;br&gt;• Food</td>
<td>• 1800/d&lt;br&gt;• 1000/ ½ d</td>
<td>John Clements&lt;br&gt;021 717 025&lt;br&gt;<a href="mailto:john.clements@leadinperformance.co.nz">john.clements@leadinperformance.co.nz</a></td>
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Callaghan Innovation  
Business | Technology | Success
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<th>Contact</th>
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</table>
| 12.| Lean Advantage | • Strategy & Programme implementation  
• Training development & delivery (customised for client)  
• Construction industry leading specialists  
• Lean / Kaizen Workshop facilitation  
• Leader Lean skills & tools coaching  
• Cloud collaboration implementation  
• Lean simulation design and provision | • Construction  
• Financial Services / Insurance  
• Defence & Logistics  
• Integrating multi-industry operations  
• Manufacturing & Aerospace | • 1200/d (150/h) for Lean coursing, workshops, programme development, problem solving, and coaching  
• 1550/d (194/h) for specialised deep problem solving (Six Sigma expert) | Marc Parsons  
021 399 488  
Leanadvantage@outlook.com |
| 13.| Lean Engage | • Business Performance Management; establish processes and feedback that enable daily focus on delivering to the values and goals of the business  
• Developing skillsets to make continuous improvement part of everyone’s routine work  
• Establishing effective daily management systems and processes  
• Workplace learning; translating of learning into actual improvements | • Manufacturing – custom and production line  
• Process Industries, Oil and Gas, Timber  
• Trades and Services  
• Operations and Maintenance Management | • In Taranaki:  
  o  Lead Consultant 180 – 220/h  
  o  Other regions:  
    o  1,800/d | Darren McDonald  
021 167 7636  
darren@leanengage.co.nz |
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<th>Technical Specialisation</th>
<th>Sector Experience</th>
<th>Pricing [NZD]*</th>
<th>Contact</th>
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</table>
| 14  | **Lean6Sigma** | • Building in-house process improvement and problem-solving capability using Lean, Lean Six Sigma and Change Management training  
• Interactive 'learning by doing' project based training using the client’s project(s)  
• Use of numerous application project case studies and simulation training games  
• Project acceleration techniques using Kaizen workshops  
• Collaborative training involving the host company and other parties involved in the value stream | • Service Operations sector including Airline and Airport operations, Warehouse and Logistics operations, Energy and mobile fleet operators.  
• Low to High volume manufacturing.  
• Service functions (HR, IT, Customer Service, Finance) for Government agencies, Councils and Education sector.  
• Building lean construction sector | • Practitioner in house training is priced per candidate per day and ranges from 325 Yellow Belt, 425 Green Belt, 500 Green Belt Fully Certified to 600 Black Belt.  
• Senior team alignment workshop (White Belt) is a fixed price $1500 per half day.  
• Project workshops and tracking support are priced at 250/h  
• No additional fees for the Auckland region | Chris Reed  
021 727 464  
chrisreed@lean6sigma.co.nz |
| 15  | **LMAC NZ**  | • Lean tools for organisational high performance  
• Leadership Development  
• Change Leadership and people engagement  
• Strategy Development and deployment  
• Systems Maturity development | • Food Processing  
• FMCG  
• Manufacturing  
• Primary Industries  
• Service Industries | • 2,000 – 2,600 depending upon the seniority of the consultant and the nature of the activity | Dave Armin  
021 246 8529  
dave.armin@lmac.co.nz |
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<th>Sector Experience</th>
<th>Pricing [NZD]*</th>
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| 16. | **Martin Jenkins & Associates** | • Tested partnership approach with businesses to deliver end-to-end improvements  
• Lean Six Sigma specialists experienced in guiding waste reduction, efficiency gains and facilities optimisation  
• Planning and delivery to support long-lasting compliance and processing cost reductions  
• Building leadership and staff capability through responsive training and coaching  
• Practical experience in implementing innovative technology including process automation for lean outcomes | • Financial and banking services, including insurance  
• Health and environmental management services  
• Defence operations  
• Public sector: local and central government, including regulatory process management | • 215/h | **Tom Gott**  
021 243 9597  
tom.gott@martinje
kins.co.nz |
| 17. | **SA Partners NZ** | • All aspects of Lean Manufacturing and production flow, including supply chain and support systems  
• Quality Management, root cause analysis, problem solving and Six Sigma  
• Lean Service or Administration  
• Total Productive Maintenance (TPM) – Maintenance Excellence Programs  
• Lean Leadership development and coaching skills to embed Lean “habits” or foundations | • All types of Manufacturing & Fabrication  
• Supply Chain, Logistics, Warehousing & Distribution  
• Retail  
• Government Sector, Local & National  
• Healthcare and Non-Government Funded organisations (NGO’s) | • 3,000/d | **Richard Steel**  
027 451 5298  
richard.steel@sapa
 rtners.com |
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<th>#</th>
<th>Name</th>
<th>Technical Specialisation</th>
<th>Sector Experience</th>
<th>Pricing [NZD]*</th>
<th>Contact</th>
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</table>
| 18 | Simply Lean        | • Strategy alignment ensuring the Programme is consistent with the client’s overall Business Strategy  
• Governance to provide leadership and sustainable advancement of the Lean Thinking Programme  
• Implementation planning, executing and tracking to meet the client’s Strategic Objectives  
• Lean Application training and development to advance skills and develop processes by employing the right solutions  
• Leadership development to grow the improvement capability of the organisation and foster their unique culture | • Manufacturing and Production – continuous and semi-continuous processing, high & low volume, project and jobbing  
• Food and Beverage – Viticulture, Horticulture, Forestry, Processing, Warehousing, Distribution  
• Engineering, Construction, Warehousing, Distribution, Plastics, Primary Industry, Services Industries  
• Office and Administrative Support – stand alone and as business units within the above organisation types | • 1,900/d per consultant  
• 950 per ½ day | Peter Cox  
027 444 7383  
info@simplylean.co.nz |
| 19 | Smarter Better Faster | • Provide Lean Thinking, Continuous Improvement training, coaching and consultancy services with business leaders and their teams  
• Work alongside leadership teams and their staff to ensure engagement and long term cultural change  
• Develop and implement 30/60/90-day improvement plans, assign responsibility and ensure measured results are delivered  
• Facilitate fun and memorable training that clearly demonstrate improvement principles  
• Achieve result orientated change | • Manufacturing / Processing (multiple industries)  
• Engineering and Maintenance Services  
• Education  
• Professional Services and Service Sector  
• Agriculture / Horticulture  
• Warehousing, Transport and Logistics | • 2,000/d depending on follow-up and support work required | Glenn Manahi  
0274445593  
glenn.manahi@sbf.co.nz |
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<th>Name</th>
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<th>Sector Experience</th>
<th>Pricing [NZD]*</th>
<th>Contact</th>
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| 20 | The Lean Hub       | • Business Future-Proofing using Lean Techniques, methodologies and Innovation to focus on adding value to the customer  
• Culture Improvement and staff engagement to the business direction  
• Systems and Process improvements to support sustainable growth and reduce waste  
• Quality Management  
• Governance/Strategic Planning and Leadership Coaching | • Forestry / Logging  
• Fisheries and Seafood Processing / Exporting Facilities  
• Food Manufacturing and Processing  
• General Manufacturing  
• Engineering  
• Farming (Livestock and Cropping)  
• Service / Retail | • 10,000 – 40,000 per year after Better by Lean co-funding subsidy (project cost will depend on the size and the complexity of business and specific projects required) | The Lean Hub  
06 390 0140  
info@theleanhub.co.nz |
| 21 | Yeats Consulting   | • Services (Creative / Financial)  
• Tourism / Hospitality  
• Logistics / Port Operations | • Temperzone Group  
• Skyline Enterprises  
• South Port | • 2,600/d | Clinton Yeats  
021 653 089  
clint@yeats.co.nz |
1. 8 Steps
   www.8steps.co.nz

1.1. Service Provider(s) Background

   We at 8 Steps provide services to assist NZ-based businesses in building solid business foundations to ensure resilient growth and prosperity.

   We are here to help such businesses succeed using World Class (Lean) techniques, systems and processes. We have a 100% success rate with our Clients, as long as we have 100% commitment from Key Stakeholders within the business.

   We focus not just on Lean (or similar) tools and techniques but more importantly creating a culture to buy into and successfully apply the tools and techniques in order to achieve results from within.

   We strictly follow a doing “with” not “to” approach to support businesses on their journey to success, including spending time with the important people on the frontline to understand each business and the challenges experienced. After all, the front-line delivers the bottom-line.

   Including Associates, 8 Steps has decades-worth of experience across a wide variety of sectors. These sectors include Manufacturing, Engineering/Industrial, Defence & Aerospace, Food/Beverage, Automotive, Stores, Service, Agricultural, Hospitality and various SME-category businesses.

1.2. New Zealand Regions Serviced

   Nelson/Tasman; Marlborough; Wellington; West Coast; Canterbury; Rest of NZ

1.3. Technical Specialisation/ Business Sector Experience

   20 years’ experience in using process and business improvement techniques, resulting in sizable financial and cultural gains.

   Over 10-year experience in Specialist and Consulting roles, with heavy emphasis on Continuous Improvement / Lean tool application, working with market-leading companies based in NZ, UK, Europe and USA.
Over 10 years’ experience in strategy development / deployment and project management.

Coaching and Mentoring small business owners in set-up and growth of their ventures.

Developing robust systems and processes to assist businesses in their journey from “Traditional” to “Lean”, regardless of sector/size, using a non-Lean language that people understand and buy in to.

Applying World Class techniques tailored to the client’s needs, delivering both financial and cultural benefits.

Facilitating business improvement activities and strategy build sessions, including follow-up support to ensure task are completed in order to meet objectives.

Last but not least, creating happy and productive environments by freeing up time spent wasted on non-Value-Added activities that make people’s lives difficult and tasks over-complicated.

1.4. **Summarise your method of delivering Better by Lean Consultancy Services**

Following an expression of interest from a prospect, our standard approach would be as follows:

- Talk with the prospect(s) to understand their requirements/expectations.
- Carry out appropriate Current State Assessments (CSA’s) and gather relevant information to support such assessments.
- Confirm requirements/expectations and together build a formal plan for us to work towards. We would select and personalize the appropriate modules/material from our Standard Offering to cover the required Lean tools and techniques, (we do not believe in a 1-size fits all “cookie-cutter” approach).
- Deliver the support (preferably on-site) and where necessary execute the workshops/activities, with formal, planned reviews locked-in to monitor progress versus targets.
- For all workshops/activities, we gather feedback and agree actions/follow-ups. Training recipients are to demonstrate what they have learnt - we actively coach and offer post-workshop/activity support as and where needed.
- We effectively aim to transfer the capability of applying Lean to stakeholders within the business.

1.5. **Contact Details**

Contact Name: Liam Taylor  
Number: 021 933 238  
Email: info@8steps.co.nz
2. Assurity Consulting

https://assurity.co.nz/

Back to Overview

2.1 Service Provider(s) Background

Assurity is New Zealand’s leading delivery consultancy. Founded in 2005, we employ 230+ staff across Auckland, Wellington and Christchurch to help transform New Zealand companies and lead them to success through Lean Business Analysis, Agile Coaching and co-delivery to DevOps, testing and crowd-based research.

We exist to help companies transform into organisations of the future. Our goal is to help them create value through delivering products and services that customers love.

Our programme is designed to help organisations find stability within disruption and accelerate new opportunities for business growth. We bridge the gap between design and delivery with unique processes that move fluidly across our Lean offering.

We build creative confidence and work with closely with organisations to integrate world-leading processes and tools into their businesses. We’re uniquely able to deliver all aspects of design and development, from concept and ideation through to DevOps, testing and crowd-based research.

Our experience and expertise ensures that what is imagined is rapidly delivered into customers’ hands.

2.2 New Zealand Regions Serviced

- Auckland
- Wellington
- Christchurch

Willing to consult and travel throughout New Zealand

2.3 Technical Specialisation/ Business Sector Experience

Assurity has deep specialisation in Lean delivery, education, coaching, Lean business analysis, DevOps and testing. This positions Assurity as a leading delivery partner for government agencies and private sector clients.

Assurity’s Lean offering is routinely used and applied by manufacturing, banking, telco and a diverse range of organisations from start-ups to global companies.

Assurity is structured to drive change and transformation through all levels of the organisation. Its delivery methods include specialised education and capability building, ensuring innovation processes are embedded and calibrated to the specific needs of each customer.
2.4 Summarise your method of delivering Better by Lean Consultancy Services

Recognising that one style doesn’t fit all, we match our leadership style to you.

Assurity delivers the Better by Lean programme through a highly participatory and collaborative process. Our programme has been designed to both lift capability and find market breakthroughs for our customers.

We believe in hands-on coaching which turns theoretical knowledge into practical skills. We lead by example, transferring knowledge with one of our consultants leading the first period of work.

We propose a flexible three-step journey to deliver customer value and translate these into commercial products:

**Discovery:** We meet with you to identify the value being driven by the project. We assess the current state of delivery to propose the best framework to implement

**Co-delivery:** We work with you to identify user stories to be delivered and release planning. We deliver the solution with you and provide ‘on the ground’ delivery coaching

**Mentoring and exit:** Once the team can deliver independently, we continue with a mentorship model following an exit plan

2.6 Referees

Service Provider will provide referee names and details upon request.

2.7 Contact Details

Contact Name: Krista Pritchard
Number: +64 220 787 199
Email: Krista.Pritchard@assurity.no.nz
3.1. Service Provider(s) Background

We are a privately owned training and coaching practice working with a select group of highly experienced Improvement practitioners. We do not consider ourselves as Lean purists, nor Lean consultants. We are Improvement practitioners and we are ready, willing and able to help you improve your business using Lean thinking.

Our mission is to help individuals and organisations develop capability in continuous improvement, using a blend of Lean, Six Sigma, Leading Change and Co-design tools and frameworks. To support this mission, we have developed and led the Continuous Improvement forum (Ci forum) since 2005, becoming one of New Zealand’s thought leaders in continuous improvement and building strong and highly valued links into the Lean and Continuous Improvement Ecosystem. Ci forum was established as an avenue for continuous improvement professionals to meet to share their experience and knowledge – essentially a community of practice. Ci forum has now developed into the leading New Zealand resource for continuous improvement, regardless of the methodology used. Through regular meetings, seminars and conferences members are using the forum as an opportunity to learn from others and as a way to contribute to the wider vision of moving organisations closer to world-class performance levels. With over 1200 members from 200 organisations we have a very broad and comprehensive understanding of improvement activities both locally and internationally.

3.2. New Zealand Regions Serviced

- Our consultants are primarily Auckland based and we are happy to provide services across New Zealand

3.3. Technical Specialisation/ Business Sector Experience

We know that experience counts. We have hands-on project experience in a variety of settings – Logistics, Hospitals, Beverage Manufacturing, Banking, Aged Residential Care, Local Government, Security and Insurance to name a few. We firmly believe that we are extremely well-placed to support organisations in their Lean journey, with the following activities completed

- Over 500 people trained to a comprehensive Lean and Six Sigma Green Belt level
- Almost 2000 people trained in our two-day Lean Fundamentals course
- Delivery of significant improvement programmes and projects across a broad range of industries
- Facilitation of many Rapid Improvement Events in Healthcare, Service and Manufacturing, enabling rapid decision making and immediate implementation in 3 to 5-day events.
3.4. **Summarise your method of delivering Better by Lean Consultancy Services**

1. We have a very strong focus on the customer – our experience in Healthcare over the past 9 years has given us a strong customer focus. We have successfully taken those learnings and transferred that customer perspective to Service and Manufacturing environments.

2. We have a passion for identifying and removing non-value-added activities from processes – regardless of the methodology used, be it Lean, Six Sigma and Co-design, they are all focused on delivering value-added activities to the customer, and by definition the removal of waste.

3. Our company is built (and named) on the platform of continuous improvement – we have taken a lead role in the ongoing development of continuous improvement skills and networks in New Zealand.

4. We firmly believe that improvement efforts should engage and involve front-line employees – this is a key Lean principle and it is embedded in our coaching approach.

5. We tailor our work to meet your needs – we do not use an off-the-shelf one size fits all approach. Every business and every process is unique, and we treat you that way.

6. Finally, it’s about delivering bottom-line results that are measurable and sustainable.

3.5. **Referees**

*Can provide confidential referees, please indicate Y or N*

- Yes

3.6. **Contact Details**

<table>
<thead>
<tr>
<th>Contact Name: John McTaggart</th>
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<tbody>
<tr>
<td>Number: 0277 151643</td>
</tr>
<tr>
<td>Email: <a href="mailto:john@ciforum.co.nz">john@ciforum.co.nz</a></td>
</tr>
</tbody>
</table>
4.1. Service Provider(s) Background

Deloitte brings deep knowledge and capability in organisation transformation. On a day-to-day basis we help organisations in both the public and private sector to push the boundaries and identify the potential they have for innovation. We bring structured change management and a deep respect for traditional consulting methods.

Through Deloitte Digital, our full service design and digital delivery agency, we bring an end to end set of capabilities in digital strategy and innovation, customer centred design, digital delivery and DevOps, through to technical integration and bi-modal IT management.

Creative HQ brings a defined innovation and lean start-up methodology that has delivered successfully within a range of organisations across New Zealand.

We have run lean delivery programmes at EROAD Limited, TSB Bank, Oranga Tamariki and Auckland Council. Our experience means we know what does and doesn’t work. Customer and people centricity is at the heart of what we do. We know how hard it can be for organisations to ‘become different’ – and we don’t undercook the effort required.

Deloitte and Creative HQ are in an ideal position to help you embrace Better by Lean methodologies and turn them into a sustainable approach for you.

4.2. New Zealand Regions Serviced

- Auckland, Wellington, Christchurch
- All other areas can be arranged on request

4.3. Technical Specialisation/ Business Sector Experience

Our lean approach encompasses the best of the Lean Start-up methodology and the Lean optimisation method. This means we bring technical nous from the more traditional lean disciplines of understanding and optimising waste in processes to deliver sustained business change alongside leveraging technological advances such as Robotic Process Automation (RPA) to achieve tangible efficiencies in your processing capabilities. The Lean Start-up methodology enables us to deliver a minimum viable product and ensure that we can help you implement the build-measure-learn feedback loop into your business. We believe that the benefits of lean can be deployed rapidly, and as a result can use a Kaizen-blitz sprint based approach where relevant to redesign business processes in an intensive five day period. We also know that embedding Lean can be hard. So, we can help guide you through establishing your programme, fit for your purpose to make sure you can design, implement and monitor your improvements over time.
4.4. Summarise your method of delivering Better by Lean Consultancy Services

We will work with you to design the most appropriate consulting engagement for your business. Whether you want to tackle a single process, establish your own Lean capability or understand how you can redesign your operating model to become more efficient and effective will affect how we deliver our services to you. At our heart, are a set of principles which underpin how we work with our clients:

- Walk in their shoes - We are empathetic. We invest time to understand end-user constraints, needs and motivations for change
- Co-design and collaborate - We take stakeholders on a journey and build buy-in along the way by co-designing the end-to-end change experience
- Use data to drive change - Leverage data to inform design, eliminate risk and measure the impact
- Embrace technology - Use technology where appropriate to deliver repeatable processes
- Ensure change is tangible - Ensure implementation solution are fit for purpose and achievable
- Engage early - Stakeholder engagement and communication is key to adoption. We share openly and collaborate early

4.5. Referees

Can provide confidential referees, please indicate Y or N

- Yes

4.6. Contact Details

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<tr>
<th>Contact Name</th>
<th>Adithi Pandit</th>
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<tr>
<td>Number</td>
<td>021353462</td>
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<tr>
<td>Email</td>
<td><a href="mailto:apandit@deloitte.co.nz">apandit@deloitte.co.nz</a></td>
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</table>
5.1. Service Provider(s) Background
We have worked directly for Toyota across the globe in senior roles, living and breathing the Toyota Production System. This gives us first-hand practical experience of true lean culture and methodology rather than just theory. Our deep understanding of lean management philosophy gives us a unique proposition for our clients, and ensures our clients are equipped with the best knowledge and skills to support their business.

We have over 16 years of experience implementing lean methodologies and thinking to hundreds of businesses and thousands of people across the globe. We have worked with companies across New Zealand, Australia, America, Asia and Europe, helping them to improve and streamline their processes, reduce costs, increase customer focus and be more competitive and profitable. We can support you no matter what size or type of business you are. We offer a fresh, down to earth, practical, and sustainable approach to supporting our clients rather than “consultant talk”. We genuinely care about our clients’ needs and believe that if we can do this so can you. We aim to transfer our knowledge to our clients sustainably, building capability in your team so that you can continue your continuous improvement journey autonomously without heavy reliance on consultants. Of course, we are there to support you along the way, as much as you need.

5.2. New Zealand Regions Serviced
- Nationwide

5.3. Technical Specialisation/ Business Sector Experience
We have worked with businesses of all sizes from 2 person farms to large global companies with more than 100,000 employees. We have worked across almost every industry sector including Manufacturing, Healthcare, Finance, Agriculture, Insurance, Retail, Government, Rail, Defence and IT. We are Toyota Production System or “Lean” specialists and can help any business whether it is solving a single business problem, introducing a few lean tools or transforming an entire company into a lean enterprise. We have experience in a wide range of areas from leading lean transformations, implementing improvements, lean training, kaizen workshops, solving problems, changing cultures, establishing business goals, KPIs and strategy or simply identifying problem areas and opportunities. We also have a background in Industrial and Mechanical engineering and are accredited Australian Trainers and Assessors.

5.4. Summarise your method of delivering Better by Lean Consultancy Services
We are first and foremost practitioners and are experts in solving real problems and implementing tangible practical solutions to help businesses improve the way they do things.
We work alongside our clients and their businesses to help them identify problem areas, establish clear improvement plans and implement the actions. Importantly we aim to transfer our knowledge to our clients so that they can do it themselves and sustain a culture of continuous improvement. We understand that every business is different, and we adapt our language and approach to our client’s business environment so that we can integrate with your team, gain engagement and build a strong relationship. Our ultimate goal is to help your business be as successful as possible through efficient and effective processes, problem solving abilities and a continuously improving culture.

5.5. **Referees**

*Can provide confidential referees, please indicate Y or N*

- Yes

5.6. **Contact Details**

<table>
<thead>
<tr>
<th>Contact Name: Jana Krizova Hocken</th>
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<tr>
<td>Number: 0212 017 217</td>
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<tr>
<td>Email: <a href="mailto:jana@improve8.com">jana@improve8.com</a></td>
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</table>
6. Improvement Direct

http://www.idirect.co.nz/

Back to Overview

6.1. Service Provider(s) Background

Improvement Direct continues to develop and refine Lean Training and Consulting plans to support customers and draws on 19 years of business continuity in the challenging New Zealand Lean market. General Manager Peter Maunder will be your trainer and consultant. His most relevant training and experience comes from 15 years with Toyota. Through this time, Peter worked in Production, Quality Assurance and Education & Training applying, and fully understanding the Toyota Production System. Peter facilitated TPS training modules for Toyota including introduction of TPS / Lean to local supply-chain vendor companies and the Toyota Dealer Network. Peter also facilitated Lean / TPS seminars to Engineering & Business Studies classes at Auckland, Waikato and Massey Universities. Further experience includes 4 and a 1/2 years with Fisher & Paykel as Training Manager overseeing the development of in-house Organisational Learning methods and facilitating Lean Training programs. Further experience was gained through Business Studies training at Massey University gaining a Diploma in Business Studies Endorsed in training design and organisational learning. Since then Peter has consulted in Lean Implementation to more than 50 companies while owning and managing Improvement Direct Ltd. The latest learning / research topics for Improvement Direct include blending agile - scrum and rapid design principles into project management and task management methods with client companies.

6.2. New Zealand Regions Serviced

- Nationwide availability and current client base
- Primary focus is Auckland – Waikato - BOP

6.3. Technical Specialisation/ Business Sector Experience

- Manufacturing, Warehousing and Supply Chain
- Primary Industry Experience
- Food and Beverage
- Design / Engineering & project management

6.4. Summarise your method of delivering Better by Lean Consultancy Services

We have developed a whole of business approach to our Lean Consulting Plans. Modules that apply to all areas of business: design, sales, administration, accounts, supply chain and manufacturing etc. All Training and Consulting is delivered personally by Managing Director,
Peter Maunder. We provide a practical application of Lean tools, shoulder to shoulder with department Managers and key staff. For example, Value Stream Mapping is facilitated through an education module to start with, and then managed as a project (using Worxsmart Project Excellence tools and training) to ensure engagement, learning transfer and efficiency gains / result. We utilise and demonstrate the use of leading agile/ visual planning/ task management methods for our project Teams. We apply a modular training plan (all modules 1 – 3 hrs) to reduce the time that Team members spend away from work in the training room.

6.5. Referees

Can provide confidential referees, please indicate Y or N

- YES, Current and on request

6.6. Contact Details

Contact Name: Peter Maunder (Managing Director)

Number: +64 27 491 3327

Email: peter@xtra.co.nz or peter@idirect.co.nz
7. **IMS Projects**

[www.ims-projects.co.nz](http://www.ims-projects.co.nz)

*Back to Overview*

### 7.1. Service Provider(s) Background

- IMS Projects provides a range of services from strategy and planning to shop floor operations improvement, focused on delivering significant and sustainable results through people.
- Known for a collaborative approach, IMS Projects bring innovative thinking, proven frameworks and strong implementation skills to support their clients develop the right culture to achieve continued growth and increasing profitability.
- In addition to the Better by Lean program, IMS Projects are also providers of Callaghan Innovation’s Driving Innovation Program.
- IMS Projects also offers leadership development programs, coaching skills development and NZQA qualifications.
- IMS Projects work equally well with the senior management and shop floor staff and their approach is characterised by engagement, cooperation and action.

> “The value that IMS Projects bring is immeasurable. They have developed deep relationships throughout our business and have provided us with a clear roadmap to capability development.”

*Matthew O’Brien, CEO, Kiwicare*

### 7.2. New Zealand Regions Serviced

- We service all New Zealand
- We have Lean Consultants in Auckland, Canterbury and Waikato

### 7.3. Technical Specialisation/ Business Sector Experience

- IMS Projects has led over thirty full-scale lean deployments; these are programs in which we have acted as primary advisors in the roll-out of Lean as an operational methodology. We have also provided consultancy services to over twenty other organisations on a Lean journey. Our sector experience includes manufacturing, food & beverage, health, ‘Lean office’, services, oil & gas, government, construction, and technology.
- We work with a wide range of businesses, from start-ups to Government agencies and DHBs, but our sweet-spot is in the Manufacturing & Food and Beverage Sectors in companies with between 30 and 150 employees.
- We work to a rigorous and iterative ‘assess, plan, implement’ model and regularly ‘step back’ to assess progress and readjust the plan as required.

> “It would be fair to say that ‘Operational Excellence’ revolutionised the way we operate our business. The improvements are visible and ongoing... the results have been very tangible for all to see. Many thanks.”
7.4. Summarise your method of delivering Better by Lean Consultancy Services

- IMS Projects’ approach to delivering value is based on understanding what is happening in your business today.
- We use proven diagnostic tools to assess current capabilities and work with you to co-design a capability build plan. We document plans and commit to joint goals and milestones.
- We typically identify a 10:1 return on investment opportunity and deliver a 3:1 return during a 12-month program.
- Team engagement is critical to success and we take time to understand your team, hear their ideas and support their development.
- We have a practical and ‘hands-on’ approach that takes the theory and delivers improvements in practice.
- We work with you to select the right metrics and design the right management system.
- We use a mix of consulting, training, coaching and mentoring styles including online learning where appropriate.

“I cannot recommend [IMS’s] programme highly enough; it has been a life changer.”

*John Metcalf, Managing Director, Lowes Industries*

7.5. Referees

Can provide confidential referees, please indicate Y or N

- Yes

7.6. Contact Details

Contact Name: Adrian Packer
Number: 021 304 539
Email: adrian.packer@ims-projects.co.nz
8. **INTENT Group**

http://www.intentgroup.co.nz/

**8.1. Service Provider(s) Background**

Our vision is to transform New Zealand’s performance culture. Everyday, INTENT leads the field in delivering, building and sustaining improved operational performance. We’ve earned our reputation as leaders by delivering tangible results over many years, for some of the world’s largest organisations, here in New Zealand and overseas.

Our practice is based on centuries of continuous improvement experience. We’ve seen the pitfalls and overcome the issues many times before in numerous industries and environments – they are not all the same and should not all receive the same solutions. We care about your business and getting the results you need. We don’t just sell solutions – we listen first to help you get to the root cause of issues and to solve them sustainably. We’ll help you be clear about your direction. We have the breadth and range of skills to apply the right resources to the task as your needs evolve. We show you how to increase productivity, performance and revenue across the width and depth of your organisation. We bring clarity and vision. We roll up our sleeves, we get involved and stay involved if needed to transfer knowledge to your organisation for ongoing and sustainable results.

**8.2. New Zealand Regions Serviced**

- Auckland
- Bay of Plenty
- Wellington
- Christchurch
- Coverage throughout New Zealand

**8.3. Technical Specialisation/ Business Sector Experience**

Collectively, we have centuries of continuous improvement experience. Many of our team have worked globally for companies such as Toyota, Procter and Gamble, Unilever and Guinness. INTENT has worked with companies spanning different sectors, industries and scale of operations. Large companies such as Fonterra, Carter Holt Harvey, Fisher & Paykel, Zespri and AsureQuality are valued and repeating clients. In addition, we have many clients that are small and medium enterprises such as EastPack, Croxley, Rinnai, Tru-Test, Turners Auctions, Auckland Meat Processors, UBT and Hubbards. We have also worked in the public sector with clients such as CFRT, NZ Blood and Ministry of Primary Industries, to name a few.
We apply Lean thinking to everything we do, including any new product development or innovation topics. We also support the uptake of new technology with proven practices and processes, to support successful implementation.

We have four Master Black Belts, as well as experience in all improvement methodologies such as TPM, TQC, TOC, BPR and SPC. We have helped align approaches in highly mechanical environments involving automated process control, integrated robotics, real time data capture and have helped many organisations migrate from Lean 1.0 towards a more technology enabled environment.

8.4. **Summarise your method of delivering Better by Lean Consultancy Services**

We consider the journey to World Class performance to be made up of five stages:
Awareness, assessment, performance improvement, capability growth and sustainability. Following this approach brings our clients great success. Once we understand what World Class looks like in their industry, and have assessed what is needed for them to get there, we tailor an approach that addresses their precise needs. By providing training and coaching, we embed processes and practices so the organisation can sustain improvement going forward.

We pride ourselves on developing long term, mutually rewarding, professional and fulfilling relationships with our clients. We add value. We work with our clients to deliver tangible, visible and measurable results and benefits. Our high-level expert mentoring, combined with ground level operational application, has helped companies and people improve their productivity, processes and organisational performance by successful implementation of widely acclaimed and innovative Lean initiatives.

8.5. **Referees**

*Can provide confidential referees, please indicate Y or N*

- Referees can be provided upon request.

8.6. **Contact Details**

<table>
<thead>
<tr>
<th>Contact Name: Ian Walsh</th>
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<tbody>
<tr>
<td>Number: 09 523 0366</td>
</tr>
<tr>
<td>Email: <a href="mailto:iwalsh@intentgroup.co.nz">iwalsh@intentgroup.co.nz</a></td>
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</table>
9.1. Service Provider(s) Background

Our significant track record in successful business transformation, enables us to take concepts through to implementation while understanding how to engage appropriate stakeholders and manage the change process. We have over 20 years working or consulting in lean environments.

Our consultants come from industries such as Toyota UK (the holy grail of lean). Their real-life knowledge of lean includes being an active member of the Toyota Pan European manufacturing improvement team, supporting new Toyota Operations within Europe, and providing feedback to Toyota UK’s SMT and Board of Directors on results and progress. Other expertise comes from working with global iconic brands such as Fonterra (Mainland, Perfect Italiano, Western Star), Cadbury Schweppes, Etihad Stadium, Toll and the AFL. New Zealand experience includes: NZ Post/KiwiBank, Tait Electronics, Barkers, Gallaghers, WhisperGen, ANZCO, New World, NK Windows, Pacific Trade and Invest and NZ Racing Board.

In addition, we have experience implementing lean in businesses who are required to create and commercialise new products faster and with lower cost. Our lean Project Management and lean portfolio management and optimisation skills include Agile methodologies for software and hardware (Certified Scrum Master). This experience comes from leadership of multi-discipline delivery teams including mechanical, software, and electronic design domains.

9.2. New Zealand Regions Serviced

- All of New Zealand

9.3. Technical Specialisation/ Business Sector Experience

NZ & Globally – SME & large corporates: Manufacturing, Engineering, Retail, Transport, Logistics, FMCG, Services, HR/Office, Education, Facilities, Construction, Underground Maintenance, Food/Beverage, Primary, Technology, Shared Services, Software development companies and the Construction sector. Our experience includes working with the largest supermarket chain in NZ, implementing a store-wide continuous improvement programme & designing a shared services area for one of Australia’s largest corporate transport providers.

Successes include multi-million dollar reduction in inventory holding, improved process layouts, developed Lean Leadership teams, introduction of Hoshin Kanri, strategy development/roll out, designed/implemented small/ large change management programmes, introduced/trained in lean methodology/competitive manufacturing training & assessment, designed shared services team, export sales/documentation, improved customer focus & care, improved sales, improved company-wide communication & direction. We specialise in seeing an ROI within the first few
months of engagement. Other areas of expertise in our lean suite, include specialty areas such as: lean construction, lean tendering, lean and agile within the software and hardware development sectors (scrum master).

9.4. **Summarise your method of delivering Better by Lean Consultancy Services**

We are experts in the Toyota production systems (lean), working with organisations at all levels from senior leadership team down to shop floor, significantly improving productivity, performance and revenue. We apply a holistic approach to implementing lean - focused on the development of the people as well as the processes. Our results speak for themselves and the clients we work are happy to share their experiences and the gains they have made.

Our approach is hands on implementation with minimal classroom training. We actively promote transfer of learning as we work with staff on the shop floor. This knowledge transfer is tailored to each person/area depending on what element of the lean suite we are implementing. We have developed a suite of training courses to support the learning including evidence based recognition which also meets the requirements of level 3 – level 5 Competitive Systems and Practices on the NZQA framework.

9.5. **Referees**

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9.6. **Contact Details**

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<tr>
<th>Contact Name:</th>
<th>Karen Russell or Philip Prime</th>
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<tr>
<td>Number:</td>
<td>027 2316662 or 027 222 0254</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:karen.russell@kandpconsulting.co.nz">karen.russell@kandpconsulting.co.nz</a> or <a href="mailto:philip.prime@kandpconsulting.co.nz">philip.prime@kandpconsulting.co.nz</a></td>
</tr>
</tbody>
</table>
10.1. Service Provider(s) Background
The history of Kaizen Institute began in 1985 when Masaaki Imai, known as the father of Continuous Improvement, founded the consultancy in Switzerland. We have the longest history of serving organisations around the world in consulting and training, specifically in the field of KAIZEN™, Lean management and Continuous Improvement.

In 1986 Masaaki Imai introduced the KAIZEN™ approach to the Western world (later also known as Lean) through his best-seller, “Kaizen - The Key to Japan’s Competitive Success”. Today the Kaizen Institute operates worldwide with approximately 450 seasoned KAIZEN™ consultants, operating in 60+ countries. Our authentic, practical, and holistic approach has been evolving through thought-leaders in the Lean fraternity to meet the needs of our clients in all industries, ranging from multinational corporations to Small-Medium Enterprises (SMEs).

Kaizen Institute New Zealand (KINZ) was registered as a business in 1988 by Masaaki Imai when he and the father of the Toyota Production System, Taiichi Ohno, visited Fisher & Paykel in Auckland. KINZ has been supporting local and global organisations since 2006 and is a Kiwi-majority owned company.

You can trust Kaizen Institute’s authentic but progressive and respectful approach.

10.2. New Zealand Regions Serviced
- All regions in New Zealand (based in Auckland)

10.3. Technical Specialisation/ Business Sector Experience
KINZ has been supporting the following business sectors in New Zealand (and globally) since 2006:
- Manufacturing
- Construction
- Agriculture & horticulture
- Food processing
- Financial services
- Healthcare
- Logistics and warehousing

10.4. Summarise your method of delivering Better by Lean Consultancy Services
The KAIZEN™ Business Model has been developed during the last three decades by Lean thought-leaders. We have been implementing this standardised KAIZEN™ approach in a
flexible and customised way for our clients, based on their unique problems as assessed through interviews, audits, and data analysis.

Due to our strong roots in Japanese business (especially Toyota Motor Corporation) we understand that being a “better” business requires an explicit Lean culture whereby processes are continually improved, people are developed and inspired, and business growth is achieved. Therefore, we do not only teach or implement Lean tools; our seasoned consultants coach to develop and empower your people.

To realise business excellence we engage our clients in a holistic journey through (i) Lean projects with breakthrough results, (ii) establishing daily Kaizen habits, (iii) developing leadership to lead and coach Kaizen, (iv) coordinated support of improvement activities through internal champions and external KAIZEN™ consultants.

10.5. Referees

Can provide confidential referees, please indicate Y or N

- On request only.

10.6. Contact Details

Contact Name: Peet Wiid

Number: 021 897 832 / 09 274 0829

Email: pwiid@kaizen.com
11.1. Service Provider(s) Background

We have broad business experience mainly in manufacturing but have a strong IT/ digital / ERP experience in small and large organisations including the public sector. We also have held senior management roles and hold MBA’s as well as trained in Japan or by Toyota as part of the implementation of lean whilst in large corporates. Whilst we have a strong functional understanding of lean and the appropriate tools we have evolved into helping organisations improve their systems and processes so they can scale up. We have a deep understanding of lean at the various levels of organisations. This means we help leaders to understand their strategic role whilst empowering the shop floor to apply the tools and supervisors to facilitate this to achieve positive outcomes.

11.2. New Zealand Regions Serviced

- All regions.

11.3. Technical Specialisation/ Business Sector Experience

Leading Performance Consulting has a broad experience across many sectors. The primary strength is in the fact moving consumer goods areas (especially food) and packaging sectors. We also have experience in engineering. In recent times we have worked in print and in jewellery and design. We have a whole of business approach so we have applied lean to operations but also to sales and accounting.

11.4. Summarise your method of delivering Better by Lean Consultancy Services

We review an organisations current approaches and then identify strategies that will provide the maximum benefit. We commit to a strategy and implementation plan and consult on achieving this through the engagement of the most appropriate people. We have a strong focus on performance metrics and variances to ensure these are understood by people and corrective action is taken. We focus on working with people with the intent of providing a sustainable long term continuous improvement and encourage a lean management cycle that is the flywheel for continuous improvement.

11.5. Referees

Can provide confidential referees, please indicate Y or N

- Yes
### 11.6. Contact Details

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<thead>
<tr>
<th>Contact Name</th>
<th>John Clements</th>
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<tr>
<td>Number</td>
<td>021717025</td>
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<tr>
<td>Email</td>
<td><a href="mailto:john.clements@leadinperformance.com">john.clements@leadinperformance.com</a></td>
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</table>
12. Lean Advantage
www.leanadvantage.co.nz

12.1. Service Provider(s) Background
The Lean Advantage team has 30 years of experience providing Lean Innovation, Lean training, coaching and workshop execution. We have worked with every level of employee from shop/office floor to executive leadership.

Tim Gillette has been a Lean Six Sigma Black Belt / Master Blackbelt since 1997 with Lockheed Martin (Aerospace / Lean award-winning Fortune 500 company), supporting NZ government and US private organisations. Tim was responsible for the NZ Defence Force Lean Six Sigma program from inception to its execution from 2012 thru June 2016.

Marc Parsons (Lean Advantage Director) has an MBA, is an International Certified Blackbelt in Lean Six Sigma with 7 years’ experience in NZ corporates such as Vero Insurance, AA Insurance, the NZ Defence Force and, most recently with Fletcher Construction. Marc has enabled steel and corporate businesses to deploy Agile and cloud Kanban software for achieving rapid decision making and performance tracking.

Additional 20-year experienced consultants within our network may be utilised depending on our commitments.

Between us our team has specialist knowledge to enable teams to use lean thinking to transform processes, production and design to reduce 20-95% of effort and cost and enable a culture of improvement that achieves competitive advantage.

12.2. New Zealand Regions Serviced
- Auckland (without travel),
- Canterbury (low cost),
- Other locations as travel and availability allow.

12.3. Technical Specialisation/ Business Sector Experience

Culture Development. We apply best practice principles to develop collaborative, improvement behaviour towards the outcomes of Safety, Quality, Delivery, Morale and Cost. We develop the core beliefs of customer first, collaboration, continuous improvement, and waste minimisation to stimulate a relentless culture of innovation and improvement.

Aerospace. Lean Six Sigma implementation, defect reduction, Design of Experiments (DOE).

Manufacturing. Site layout and commissioning planning, process design and redesign for flow. Waste reduction, 5S and customer value delivery.

Construction. Last Planner project planning and management, First Run Study improvement, 5S and 8 Waste reduction.
Construction. Last Planner project planning and management, First Run Study improvement, 5S and 8 Waste reduction.

Finance/IT. IT Project agile planning, service value chain improvement, IT service delivery. Voice of Customer and Customer Journey mapping; Value Stream Mapping; waste and issue reduction.

Military. Logistics value chain improvement, Support Service process improvement, war-gaming, operational planning and coordination.

12.4. Summarise your method of delivering Better by Lean Consultancy Services

Our team has extensive experience in many sectors. This allows us to relate hands on experience to the client and offer examples where Lean, Six Sigma and Innovation can be applied to the client’s specific needs.

We enable our customers to gain an immediate benefit following an improvement activity, with clear action plans and valuable metrics for greater benefits.

Our Lean leadership training is geared towards the business owner and leaders where they can develop a strategic plan at the end of the experiential learning, thus providing them with a direction forward.

Our Lean training, consulting and coaching provides simple concepts that can be applied the following day in an employee’s work area. We’ve transformed outcomes with great results such as tripling construction logistics productivity, reducing Airforce aircraft engine maintenance lead time by 80%, and saving 15,000 process hours in a major NZ finance sector firm.

12.5. Referees

Can provide confidential referees, please indicate Y or N

• Yes

12.6. Contact Details

Contact Name: Marc Parsons

Number: 021399488

Email: Leanadvantage@outlook.com
13. Lean Engage
www.leanengage.co.nz

Back to Overview

13.1. Service Provider(s) Background

Darren McDonald brings broad NZ and international business experience to his delivery of business performance and improvement programs to NZ businesses. He works with all clients; understanding their goals and providing targeted relevant programs. Darren has a B. Com (Marketing and Accounting), Post Graduate qualifications in Organisational Change and Learning and is a Chartered Accountant. His journey with Lean started within Shell in 2007 and he maintains an annual program of learning through the Lean Institutes in the USA, UK and Australia. He is a specialist in the Improvement Kata and has recently joined the board of the New Zealand Kata School. Darren is actively involved in a number of community organisations including the Taranaki Arts Trail and Community Taranaki.

13.2. New Zealand Regions Serviced

- Taranaki
- All other regions

13.3. Technical Specialisation/ Business Sector Experience

A Sustainable Competitive Advantage - "Making your Program Truly Continuous"

Business Improvement has many valuable tools and systems however, these are only sustainable when staff are skilled and engaged in the ‘habits of improving’. Trained in the US, Darren has been teaching the “Toyota Kata” in NZ since 2011. The program has enabled leading New Zealand organisations to integrate continuous improvement into everyone’s daily work.

Delivering Improved Customer Value

Lean thinking programs enable organisations to achieve significant improvements in businesses processes, reducing waste and external costs. A substantial benefit is the reduction in organisational stress and daily firefighting. Staff and leaders are able to redirect their time to improving value for the customer and service delivery.

Lean Engage brings specific improvement experience in the following areas:

- Maintenance systems, planning and executions
- Trades and service delivery
- Operations Management / Health and Safety
- Business Planning, Finance, Systems Implementations
- Bespoke & Line Manufacturing, Timber Remanufacturing
13.4. Summarise your method of delivering Better by Lean Consultancy Services

There is no single approach to change and learning, there are however common elements. Darren works with clients to first *understand* the needs of their business. The *improvement in performance* and the *reduction in firefighting* occurs through your staff and structured workplace learning.

- **Understand & Connect**
  - Your Goals
  - Business Goals
  - Key Stakeholders

- **Performance Improvement via Structured Learning**
  - Classroom (<10%)
  - Workplace Coaching (>90%)
  - Performance through core Management Systems

- **Program Handover**
  - Supervisors skilled in Continuous Improvement
  - Forward Plan

13.5. Referees

*Can provide confidential referees, please indicate Y or N*

- Yes

13.6. Contact Details

- **Contact Name:** Darren McDonald
- **Number:** 021 1677636
- **Email:** Darren@leanengage.co.nz
14. **Lean6Sigma Ltd**  
www.lean6sigma.co.nz

*Back to Overview*

14.1. **Service Provider(s) Background**

**About the owner of Lean6Sigma Ltd - Chris Reed**

Chris Reed runs the training consultancy Lean6Sigma which was formed in 2009 to help companies build their in-house process improvement capability. Chris has been a Continuous Improvement Manager, Operations Director and Managing Director. Chris is currently a certified Master Black Belt in Lean Six Sigma and Change Practitioner and an accomplished trainer and coach with 8 Continuous Improvement deployments completed and has personally trained and mentored a total of 50+ Black Belts, 440+ Green Belts and 1400+ Yellow Belts in Lean and Lean Six Sigma roadmaps and tools and helped them to close 170+ projects.

Qualified to Master’s Degree level in Engineering and Business Administration - with strong leadership and workshop facilitation skills; Chris’s passion is helping businesses change and improve their performance by coaching and empowering individuals and teams in process improvement and cultural acceptance.

14.2. **New Zealand Regions Serviced**

- Taranaki
- All other regions

14.3. **Technical Specialisation/ Business Sector Experience**

Our technical specialisation is

- The building of in-house process improvement and problem solving capability using Lean, Lean Six Sigma and Change Management training up to Black Belt level
- Collaborative training involving the host company and other agencies/suppliers/customers involved in the value stream
- Interactive ‘learning by doing’ project based training using the client’s project(s) across the lean and change tools and roadmaps.
- Use of numerous application project case studies and classroom simulation training exercises
- Project acceleration techniques using Kaizen workshop

Lean6Sigma has worked with the following sectors and companies:
Service Operations sector including Airline and Airport operations, Warehouse and Logistics operations, Energy and Mobile fleet operators - Auckland Airport, Hydraulink, St John Ambulance, Mercury, Counties Power, NZ Safety Blackwoods, Airways, Downer, OfficeMax.
Low to High volume manufacturing - Sistema, Rakon, Aeroqual, ABnote, BFM Fittings.
Service functions in Government agencies, Councils and Education sector - MPI, NZTA, Auckland Transport, Auckland Council, IDEA Services, University of Auckland, Crown Forestry Rental Trust, NZ Customs.
Building construction sector (as an associate with Constructing Excellence) - Hawkins, Fletcher, Cook Brothers, Fulton Hogan

14.4. Summarise your method of delivering Better by Lean Consultancy Services
We deliver our services using a Lean Journey framework:

**Foundation.** We listen to your requirements and introduce the concept of a lean journey model framework.

**Assessment.** We facilitate with the senior team an audit of the current lean capability of the organisation using appropriate topics and measures.

The focus is to complete your improvement projects aligned to the business plan. We help you to establish a lean project pipeline and build a training plan.

**Building capability.** Candidates work hands-on in small teams with their projects throughout the training programme using both lean technical and change tools.

**Performance.** We track customer projects to completion and update the lean journey metrics.

**Sustaining.** The customer is encouraged to appoint a lean coordinator and deliver their own training.

**Lean Culture.** The engagement behaviours needed to support a lean culture are identified and reinforced including self-managing process improvement.

14.5. Referees

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14.6. Contact Details

<table>
<thead>
<tr>
<th>Contact Name: Chris Reed</th>
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</thead>
<tbody>
<tr>
<td>Number: +64 21 727 464</td>
</tr>
<tr>
<td>Email: <a href="mailto:chrisreed@lean6sigma.co.nz">chrisreed@lean6sigma.co.nz</a></td>
</tr>
</tbody>
</table>
15.1. Service Provider(s) Background
LMAC are taking New Zealand organisations beyond Lean tools. We’re unleashing the latent potential of these organisations by engaging everyone in every corner of the business. Through LMAC’s 12 years’ experience working directly with New Zealand industry, we know how to take the high ideals of lean and transport them into meaningful language and adapt tools and approaches that will most effectively work across multiple industry types. We know the “how” of using lean tools and principles in order to develop high performance organisations in a sustainable way.
All of LMAC’s consultants have huge experience with Lean Principles and Tools. Critically though, they also have significant leadership and change management experience. Over many years, we have used this experience and knowledge to develop our bespoke LMAC Lean model that is now well proven within the Better By Lean framework. Our model focuses upon achieving real business results through the engagement of its people and, imparts knowledge and skills to allow an organisation to sustain and further improve after our departure.

15.2. New Zealand Regions Serviced
- With 4 bases covering both islands, LMAC service all regions of New Zealand

15.3. Technical Specialisation/ Business Sector Experience
LMAC have successfully worked in a large range of NZ industry sectors and, can provide case studies and testimonials in the following areas:
Primary Industry
- Agri Farming – Dairy, Beef, Sheep, Deer, Chicken
- Aqua Farming – Deep sea, off-shore, On-shore, Fish, Shellfish
Food Processing
- FMCG
- Fish
- Beef and Lamb
- Chicken
- Agri-food
Manufacturing
- Low volume, high product mix
- Fabrication
- Electronics
- Manual Assembly
- Automation integration
- Plastics
Service Industry
- Health Care
- Scientific Services
- Managed Services

Supply Chain and Logistics
Our core skills go beyond Lean Tools and Principles. Our other core skills include:
- Business and Operational Strategy Development and Deployment utilising our own bespoke developed Software App. Our model is successfully being deployed in many organisations across NZ.
- Change Leadership and people engagement. We have honed an approach that takes in global best practice and have widely deployed this approach across New Zealand with great success. Click here to watch some client testimonials http://lmac.co.nz/video-testimonials/

Systems Maturity. Utilising our global experience within high performance organisations, we have developed a unique Systems Maturity Model. Using this model, organisations can build their internal systems strength across multiple disciplines to ensure sustainability of a continuous improvement culture. This unique approach has been widely proven across multiple industry sectors.

15.4. Summarise your method of delivering Better by Lean Consultancy Services
Our approach is focused upon helping organisations achieve tangible business results through its people in a sustainable way.

1) We start by visiting a potential client free of charge, anywhere in New Zealand. During this visit we can;
   a. Listen to the potential client and establish what their business need is.
   b. Explain ourselves and our services and, how we may be able to support.
2) Current State Assessment
   We tailor support packages that are bespoke to each organisation’s needs – this incorporates looking at objectives, processes and the organisation structure. We establish what improvements can be made and, what the ROI looks like for the client. For most organisations, this will be a 2 to 3-day activity.
3) Bespoke Improvement Program
   We partner with our client to develop and deploy a strategic improvement program that will engage your people with the success of the business.

15.5. Referees
Can provide confidential referees, please indicate Y or N
- Yes

15.6. Contact Details
Contact Name: Dave Armin
Number: 021 246 8529
Email: dave.armin@lmac.co.nz
16. **MartinJenkins**  
www.martinjenkins.co.nz

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16.1. **Service Provider(s) Background**

Business improvement services are a speciality of MartinJenkins – an independent New Zealand consultancy that provides integrated services spanning the functions of most businesses. Our Lean advisory services serve as a catalyst for significant improvement and change in our client’s business. We can help you reduce processing and compliance costs and improve efficiency, to improve your productivity and competitiveness, and your ability to respond to changing circumstances.

We have worked with many organisations – including at enterprise and business unit level. This gives us broad experience to bring to your company’s challenges. We can help you capitalise on the comparative agility of a small/medium business, to make changes more quickly than a large entity does, while offering you a wider perspective.

Our background includes designing and supporting initiatives to reduce wastage, optimise facilities layout, increase back office efficiencies – within a context of end-to-end improvements that reflect the particular culture of your business.

We have recent experience establishing a successful partnership with a robotic process automation specialist. As well as knowledge of the challenges of a start-up working in a new service area, we bring practical experience of addressing issues in the implementation of innovative technology in established businesses.

16.2. **New Zealand Regions Serviced**

- We have offices in Auckland and Wellington and travel readily throughout New Zealand to support our clients
- We have contacts and relationships within many parts of New Zealand through our work with regional clients in a range of disciplines.

16.3. **Technical Specialisation/ Business Sector Experience**

Our Lean specialists have experience across a range of sectors, including banking and financial services, health, environmental management, defence, public service delivery (through local and central government), and new technology (including robotic process automation).

Areas we can help you with include:

- building staff and leadership skills
- optimising your operating model and business practices, and
- developing a culture of continuous improvement.
We have helped organisations improve their compliance costs, meet new regulatory requirements and standards, and increase their cost-effectiveness.

We bring with us a technical toolkit including:

- schedules and plans which can be customised to your business
- decision-making approaches that help with prioritising improvements
- process mapping and design
- communication planning, and
- coaching and training services.

We also offer combined services with our subsidiary Quanton – identifying opportunities for process automation for our clients, to provide continued efficiency and effectiveness gains.

16.4. Summarise your method of delivering Better by Lean Consultancy Services

Our Better by Lean consultancy is based on partnering with our clients. We combine our technical toolkit with your expert understanding of your business to create the improvements you need. Our first step would be to talk with you to understand your current challenges and desired improvements. We would help you identify and then prioritise the opportunities available, working together to decide where it is most valuable to focus your efforts.

This would lead into the creation of a ‘Better by Lean’ implementation plan, that gives you a workable schedule to build self-sustaining solutions to your business challenges.

We can then help you implement those improvements, supported by operating model and process design services. We can advise on and/or deliver the communications, coaching and training that will embed the changes in your organisation. This internalises the Lean approach in your business and helps make it your people’s way of working.

16.5. Referees

Can provide confidential referees, please indicate Y or N

- Yes

16.6. Contact Details

Contact Name: **Tom Gott** (Manager Consulting)

Number: 021 243 9597

Email: tom.gott@martinjenkins.co.nz

Contact Name: **Niru Kumar** (Consultant)

Number: 027 248 0754

Email: niru.kumar@martinjenkins.co.nz

Contact Name: **Donna Walker** (Consultant)

Number: 021 533 092

Email: donna.walker@martinjenkins.co.nz
17. SA Partners NZ

https://sapartners.com/regional-pages/new-zealand/

Back to Overview

17.1. Service Provider(s) Background

SA Partners is the leading provider of Lean Consulting and Training Services with experienced consultants operating globally with headquarters in Cardiff and established businesses in the UK, Republic of Ireland, USA, Australia and New Zealand.

SA Partners is firmly focused on transferring to our clients the appropriate skills and behaviours to lead their own Lean implementation – we don’t do it for them, rather we train, coach and mentor the individuals that will take ownership of improvement going forward – thereby leaving a legacy that can be sustained.

With 23 years as a Lean consultant, Richard Steel has worked with over one hundred organisations across a multitude of sectors in the development of operational excellence and business transformation programmes.

Richard was awarded the coveted prize of ‘Global Consultant of the Year 2010’ during his time with the Kaizen Institute.

Richard is also an International Coaching Community Trained Executive Coach, and coaches and mentors a number of individuals and teams as an integral part of his holistic approach to enhancing performance.

17.2. New Zealand Regions Serviced

- Auckland
- Northland
- Waikato
- Bay of Plenty

17.3. Technical Specialisation/ Business Sector Experience

SA Partners NZ already offers customised consulting services to manufacturing clients and specialise in the application of the Toyota Production System. Expertise is from foundation principles through to Just in Time systems to create flow, synchronised operations and built in quality.

In addition to Lean Manufacturing, we also offer a deep lens on product quality and Voice of the Customer improvement methodologies.

We also offer Total Productive Maintenance expertise, in support of achieving productivity, reliability and quality objectives.

Our team and has worked in the following sectors:
- Construction Products; wood, cement and aluminium joinery
Food Production; Case ready meat, seafood, Meat (works), beverages, nutritional products (human & animal health). Poultry products.

Packaging; case and cardboard, paper bag & tissue.

Metal Fabrication; metal forming and assembly, press operations, vehicle refurbishment & design.

Consumer Goods; healthcare products, tyres, automotive

Retail; supermarkets, online, bakery and replenishment supply chain

Leisure Industry; aquatic and recreation services

Horticulture; growing, harvesting and production to shipping of specimen trees.

Energy and Networks; line and network operations, retail energy.

Software Development; Banking and Finance; HR, Tertiary Education, Healthcare, Local Govt, National Govt,

17.4. Summarise your method of delivering Better by Lean Consultancy Services

Our consultants have had a minimum of 10 years’ lean experience in transforming organisations. Our approach is “hands on” and we usually identified the overall strategies and then tailor a program to “learn by doing”, aimed at aligning the training to meeting operational objectives. This also sustains improvement in the longer term.

All our training is combined with coaching and mentoring to support the learner and management team to get the best return on investment.

Our specialty is in alignment of lean to organisational goals and developing the Lean leadership skills and behaviours, whilst harnessing the whole organisation for bottom up and top down lean culture.

We tend not offer an “off the shelf” solution because every organisation is different in relation to culture, challenges, customers etc. Delivering a bespoke solution which is tailored to the requirements of that organisation, make it far more practical.

17.5. Referees

Can provide confidential referees, please indicate Y or N

- Yes

17.6. Contact Details

Contact Name: Richard Steel

Number: 027 451 5298

Email: richard.steel@sapartners.com
18. Simply Lean Business Solutions

http://simplylean.co.nz/

Back to Overview

18.1. Service Provider(s) Background

Established in 2001, Simply Lean Business Solutions were pioneers of Lean Thinking within New Zealand. The company is owned and directed by Peter Cox, one of the most experienced Lean practitioners in New Zealand.

Our highly experienced team draws together accomplished individuals from a range of backgrounds including Senior Management roles within Toyota New Zealand, Toyota Motor Manufacturing UK, Rolls Royce Civil Aerospace, Electrolux and Macpac. Added to this wealth of experience is a strong research capability that ensures the team stays at the forefront of best practice and up to date with the latest developments in Lean Thinking.

We continue to have strong links with Japanese industry to regularly host clients on Lean Study Tours of Toyota and many of the best Japanese Lean companies. Our team understands the Japanese approach to Lean Thinking and are unique in applying this know-how from Japan to the local situations and cultures in New Zealand.

18.2. New Zealand Regions Serviced

- All regions nationwide

18.3. Technical Specialisation/ Business Sector Experience

Our Team have proven capability implementing Lean Principles in excess of 120 different organisations covering a substantial range of technical specialisation for different industries.

We teach and show people how to learn and apply the tools that are appropriate to the organisation working alongside them to embed knowledge and capability. These tools may include Value Stream Mapping, 5S, Just-in-Time, Load Levelling, SMED, Hoshin Kanri, PDCA Structured Problem Solving, A3 Thinking, Waste identification to name a few.

Ultimately the issues, challenges and objectives that the organisation faces is what drives the solutions and therefore what technical applications are appropriate. We overlay this with our Leadership Development Programme, growing the skills of all leaders in the organisation from CEOs to Team Leaders.

We also assist companies on process and facility design projects, and specific process development projects using specialized time and motion software to analyse and improve work practices.

Our Japanese based Toyota Sensei conducts training sessions in the public arena in different locations throughout New Zealand and leads customized in-house training and process development projects for clients.
Our tailored programmes specifically meet the client’s operational and cultural needs and are flexible to meet the changing needs of organisations during their journey. Warehousing, logistics and distribution

18.4. Summarise your method of delivering Better by Lean Consultancy Services

We scope and deliver a programme tailored to the business, focussing on key areas to frame our approach.

Leadership and Governance – The Programme is governed by an active group who lead the developments ensuring these drive toward the strategic objectives.

Engagement – Direction and purpose through leadership provide understanding of the need to improve. Leaders demonstrate, through Kotter’s Principles, employee’s integral role enabling them to learn, experiment, and develop.

Developing People – Our “Learn by Doing” approach provides practical training, guidance, and development supplemented by appropriate “classroom training”. Leadership Development focusses on behaviours Leaders must learn to develop themselves, their people and processes.

Developing Processes – Teaching people to identify where and how to improve and ultimately the solutions to bring sustainable results.

Consulting Programme – Monthly consulting visits maintain client’s development, providing feedback on progress helping target further advancement. Continuing for twelve months, diminishing once we are confident the client is sustaining progress. Diminishing this frequency progressively ensures a robust exit strategy for a sustainable Programme.

18.5. Referees

Can provide confidential referees, please indicate Y or N

- Yes

18.6. Contact Details

Contact Name: Peter Cox

Number: 0274-447383 or 0800-SENSEI (0800-736-734)

Email: info@simplylean.co.nz
19. Smarter Better Faster
www.sbf.co.nz

Back to Overview

19.1. Service Provider(s) Background
Smarter Better Faster was founded in 2007 with a vision to help NZ businesses reach their full potential.
We quickly recognised that many businesses struggled to implement change as leaders and managers had little time, expertise or knowledge of where to make a start.
We provided the vision for change, ignited the passion for improvement, created time and space for teams to think lean, challenged everyday ‘normal’ tasks, removed waste and reduced frustration.
Our team, with a combined 45 years of business management and continuous business improvement experience, has become a leader in the delivery of Lean Thinking and Continuous Improvement training, coaching and consultancy services for those businesses that have the desire to learn, understand and engage their teams in ‘real’ and sustainable business improvement.
We deliver a range of productivity solutions, many of these are based on proven internationally recognised business improvement systems, specialist benchmarking tools and continuous improvement techniques that have been developed alongside many of New Zealand’s small, medium and large businesses over the past 20 years.

19.2. New Zealand Regions Serviced
- North Island: Northland, Auckland, Waikato, Bay of Plenty, Hawke’s Bay, Poverty Bay, Wairarapa, Manawatu, Taranaki, Horowhenua, Wellington
- South Island: Marlborough, Canterbury, Otago, Southland

19.3. Technical Specialisation/ Business Sector Experience
We work alongside business leaders to develop a result orientated business improvement strategy.
We coach leaders and managers to think, talk and proactively implement Lean Thinking.
We hold leaders accountable for change by implementing 30, 60 and 90-day improvement plans.
We train and support teams to adopt Lean tools and techniques, then apply learning to real workplace problems and opportunities.
We promote Visual Management (scorecards and dashboards) to stimulate team conversations and excitement about improving business performance.
We assist companies to identify and adopt technology solutions that speed up, make accurate or aid process standardisation.
Sectors we have worked with:
Manufacturing – Food, materials, component, plastic, packaging
Engineering – Maintenance services, structural, heavy/light fabrication, job-shop
Processing – Timber, fish, meat, small goods, fruit, vegetable
Administration – Office administration and systems
Horticulture – Fruit, vegetable, viticulture
Agriculture – Farming, cropping
Professional Services – Structural engineering services
Retail – Sales and systems
Aviation – Aircraft maintenance
Warehousing, logistics and distribution

19.4. **Summarise your method of delivering Better by Lean Consultancy Services**

SBF, through our longevity in the Lean space, have developed a range of effective Lean resources, practical tools and effective programmes that really ‘work,’ delivering measured productivity gains and business growth for our clients.

Based on an initial Lean benchmark, we agree an improvement strategy, project needs, desired outcomes. We then construct the tailored Lean solution for our client. Throughout the project, we regularly engage with management and teams to discuss progress, review results, construct case studies, generate ideas and collect anecdotes to ensure the business and stakeholder needs are being met. This ensures deliverables remain on track to be met by the end of the project.

To ensure a successful transition to Lean, our clients have access to a toolbox of over 40 (and growing) non-Lean management essentials - resources, videos, posters, templates, spreadsheets, plans etc. This comprehensive set of easy to adopt, easy to implement resources contribute to the robust implementation of Lean and does, in many cases, increase staff engagement, positively influence productive workflow and greatly improve project outcomes.

19.5. **Referees**

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<thead>
<tr>
<th>Can provide confidential referees, please indicate Y or N</th>
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<tbody>
<tr>
<td>• Karen Burger. CFO. Quality Roading and Systems Ltd. 0272914175. <a href="mailto:karen.burger@qrs.co.nz">karen.burger@qrs.co.nz</a></td>
</tr>
<tr>
<td>• Russell Nettlingham. Director. Strata Group Ltd. 021507614. <a href="mailto:russell@sgl.nz">russell@sgl.nz</a></td>
</tr>
<tr>
<td>• Conrad Erasmus. Group Management Accountant. Ravensdown. 021683867. <a href="mailto:conrad.erasmus@ravensdown.co.nz">conrad.erasmus@ravensdown.co.nz</a></td>
</tr>
<tr>
<td>• Shaq Gardener. Production Manager. Hawke’s Bay Protein Ltd. 0272042614. <a href="mailto:shaq@hbprotein.co.nz">shaq@hbprotein.co.nz</a></td>
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19.6. **Contact Details**

<table>
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<tr>
<th>Contact Name: Glenn Manahi</th>
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<tbody>
<tr>
<td>Number: 0274445593</td>
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<tr>
<td>Email: <a href="mailto:glenn.manahi@sbf.co.nz">glenn.manahi@sbf.co.nz</a></td>
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20. **The Lean Hub**

[www.theleanhub.co.nz](http://www.theleanhub.co.nz)

*Back to Overview*

### 20.1. Service Provider(s) Background

Our “business” is to help your business achieve significant and sustainable results, improvements and growth while developing genuine engagement and passion in your people.

Using Lean tools and principles The Lean Hub focus on measurable outcomes: costs, sales, revenue, productivity and profitability - ultimately providing clients with the competitive edge needed to improve overall operations and deliver greater value to customers.

With decades of collective experience in the continuous improvement space The Lean Hub has become a trusted business partner to many businesses both nationally and internationally. These clients range from sole traders right through to large corporates, both private and public, from senior leadership to the shop floor.

Our values (EPIC) capture the essence of who we are and how we interact with our clients, stakeholders, partners and the communities we work and live in:

- **Excellence:** We continually strive to exceed the expectations of our clients
- **Partnership:** We measure our success by our clients’ success
- **Integrity:** We only make promises we can keep and we always keep our promises
- **Community:** We believe we can make the communities we work in a better place, both for the people we engage with, and for the business we coach.

### 20.2. New Zealand Regions Serviced

- All regions (we are a national service provider)

### 20.3. Technical Specialisation/ Business Sector Experience

We believe that no matter what industry your business operates in, what size, or what your current issues and challenges are Lean thinking can benefit your business, staff and overall performance dramatically. The Lean Hub draw on long established, complementary skills in productivity improvement, accountancy, safety & compliance, commercial law, marketing, and business management. Armed with this knowledge we know how to translate strategies into actionable ‘realistic’ plans.

The Lean Hub has successfully worked with businesses in:

- Forestry and Logging
- Fisheries and Seafood Processing
20.4. Summarise your method of delivering Better by Lean Consultancy Services

Simply, we believe thinking about business from the customers point of view is not emphasized enough, leading to a lack of understanding from staff about why the business does what it does, in turn creating uncertainty and a lack of engagement. Understanding what the customer is prepared to pay for and what they do pay for changes how staff engage and think about their jobs and the processes they perform daily.

To that end we will deploy a customized suite of precise and proven Lean methodologies and tools coupled with the knowledge gained in dozens of companies to seek out the key leverage points for each business.

Our proven process generally follows the following structure:

- Company Benchmarking – Pre-Project
- Development of Project Charter post Initial Project Scoping
- Development of Company Vision (leadership team involved)
- Development of Company Values (All staff involvement)
- Formation/refreshment of Roles and Responsibilities and Leadership Deliverables
- Coaching and establishing metrics (KPI’s/Dashboard)
- Introduction of 5S (Organisational techniques to become better organised)
- Problem Solving and Root Cause Analysis (Departmental coaching to resolve ‘Easy Wins’ within each sector of the business
- Various LEAN tools deployed as per the requirement of the business/operation e.g.: SMED, OEE, PDCA’s
- Company Benchmarking-Post Project
- Next steps for business after Yr. 1 implementation

20.5. Referees

- Yes, happy to provide referees at any time

20.6. Contact Details

<table>
<thead>
<tr>
<th>Contact Name: The Lean Hub</th>
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<tbody>
<tr>
<td>Number: +64 6 390 0140</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@theleanhub.co.nz">info@theleanhub.co.nz</a></td>
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21. Yeats Consulting
http://www.yeats.co.nz/

21.1. Service Provider(s) Background
Established in 2004, Yeats Consulting Ltd is a niche provider of consulting services focusing on improving business and operational performance through the application of the tools and methodologies of Lean. Clinton Yeats is the Director and Principal Consultant who works directly with all clients from initial engagement right through to the handover of a sustainable Lean / improvement programme.

Prior to immigrating to New Zealand in 2004, Clinton’s career spanned 18 years in the Japanese motor industry with Toyota South Africa (1987 to 1989) and then Nissan Motor Company in the UK (1989 to 1999) and Japan (1999 to 2004). At Nissan, Clinton held various roles in production, engineering and programme management at both the UK manufacturing facility and the Japanese Technical Centre. In all Clinton’s roles, the key focus was on improving operational performance as well as the development of management and leadership capabilities of staff.

21.2. New Zealand Regions Serviced
- All NZ regions serviced

21.3. Technical Specialisation/ Business Sector Experience
Since 2004, Clinton has worked with over 200 organisations and businesses throughout New Zealand and Australia in improving operational performance through the application of Lean and best practice management systems.

Clinton has worked across the following business sectors in New Zealand:
- Manufacturing and Engineering
- Dairy, Horticulture, Food & Beverage
- Distribution, Logistics and Utilities
- Services – Local Government, Tourism, Financial, Administrative, Creative

21.4. Summarise your method of delivering Better by Lean Consultancy Services
The overriding philosophy of all Clinton’s work is that no tool, system or methodology of organisational change will be successful unless it is developed and implemented within a requisite management system. Drawing on his experience in best practice Japanese management systems and adapting them to the New Zealand business and ‘cultural’ environment, Clinton developed his signature Lean Management Programme. Apart from the application of the tools of lean, the programme focuses on the development of robust change management systems and the requisite management and leadership skills to sustainably implement them. The programme provides the framework within which the implementation of Lean is tailored to meet each Client’s specific
needs. The programme provides the full implementation ‘journey’ from a Lean implementation strategy through to the development of a sustainable Lean management system through which the tools and processes of Lean are applied by ALL Staff.

21.5. Referees

- Yes

21.6. Contact Details

<table>
<thead>
<tr>
<th>Contact Name: Clinton Yeats</th>
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<tbody>
<tr>
<td>Number: 021 653089</td>
</tr>
<tr>
<td>Email: <a href="mailto:clint@yeats.co.nz">clint@yeats.co.nz</a></td>
</tr>
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