



# The AASSP Quarterly

## January 2012

## What's inside?

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### 2012 Strategy Update

Melanie gives an update on the year ahead and what the committee has agreed to deliver to our members over the coming months

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### First Member Forum for 2012

Find out about February's Member Forum and click on the link to secure your spot at this great networking event

Happy New Year AASSP Community!

I always find getting back into work after the summer holidays a challenge, but this year with lots of AASSP activities to communicate, I'm feeling energised and ready to get stuck into things.

First up our President, Melanie Gurney, shares the outcomes of the Committee's strategy sessions and then there's lots of information about 2012's upcoming events.

In keeping with the event theme, our feature this quarter explores ways to improve our professional profiles. And with everything that's planned at the AASSP this year, there are plenty of opportunities to help you stand out from the crowd.

As always there's more detail on our website about everything that's happening [www.aassp.org.au](http://www.aassp.org.au) Make sure you check it regularly for news and to register for events!

Cheers,

*Janece*



## Message from the President

### Welcome to 2012!

I hope everyone had an enjoyable and restful festive season and is ready to achieve success in all parts of their life this year. My personal motto for 2012 is “**Change is within**”, focusing on things that are important (not just urgent) in my life. For years my life has run on the urgency of things until nearly everything has become urgent!

Something to think about perhaps?

Since taking the President's chair in 2011, time has sped by. The incoming committee has been busy planning to ensure the work we need to do to continually improve the AASSP is happening.

Over two half-day strategic planning sessions, the Committee and one of our members, Kevan Latty, (a big thanks to Kevan for his commitment) looked at the critical path for 2012. The results included:

**Clearly defining our Purpose and Mandate** for the current Committee through 2012. We agreed that “**Support Individuals and Organisations learn and grow through networking, sharing and seeing continuous improvement practices.**”

### Reviewing and refining our Brand Values

*(how members describe us)*

**Sharing** – tell it like it is

**Networking** – meet experts and practitioners in Lean and Six Sigma across Australasia

**Inclusive** – welcoming business improvement experience across industries and geographies

**Not for profit; just for value**

**Establishing a role for Marketing & Communications within the Committee** *currently as an ordinary member, until the next election, when it will be proposed as an Executive role.*

**Agreeing to change the Vice President's role at the next AGM** to include events' management accountability.

**Agreeing to co-brand with the IQPC** for their annual Business Excellence Conference and Awards in Australia.

**Encouraging Service Providers to become members** in line with our brand values.

**Agreeing to a minimum of one practitioner forum and two member forums each year** and establishing clear action plans to deliver them.

While all this was happening, Christine Hawkins continued her hard work to bring you the VirtualClasses, which continue to be a hit with our members. Our sincere thanks to Christine and the contributing members for sharing their knowledge and experience! Read more about the VirtualClasses on page 6 – including how you can get involved with these events.

As you'll see in this edition of the Quarterly and on [www.aassp.org.au](http://www.aassp.org.au) we have several events in the pipeline, so please take the time to look over them and participate.

We've just launched a new member competition so it's never been a better time to get your improvement colleagues to join the AASSP! As you well know, the value of our association is in our collective support of each other as we strive for excellence in the practice of continuous improvement.

I look forward to seeing you at an event soon!



Your  
chance to  
win!

As we ramp up our events and activities for the year, there's never been a better time to join the AASSP! So give your friends and colleagues a new year's gift and invite them to join the AASSP and take advantage of great opportunities to network with their business improvement peers.

Every current member who refers **2 new members** will **receive a \$50 gift voucher** for their efforts!

The member who refers the **most new** individual members before 31<sup>st</sup> March 2012 will **win a \$300 gift voucher!**

A new member can be someone who:

- Is completely new to the AASSP community
- Was previously a member but has not been actively involved for at least 2 years
- Is currently a company member but not an individual member

As an added incentive we're halving the individual membership fee for the remainder of this financial year. That means that for **only \$75** (until 30<sup>th</sup> June 2012) your friends and colleagues can benefit from being part of Australasia's most inclusive business improvement community.

**Join online at [www.aassp.org.au](http://www.aassp.org.au)**

#### **The fine print**

- A new member must pay their membership fees before 15<sup>th</sup> April 2012 to be counted in the tally
- To be eligible, existing members must have paid their FY11/12 membership fees
- The annual individual membership fee is usually \$150 per financial year
- New members can be returning after an absence from AASSP of at least 2 years

Refer the most new,  
individual members  
to the AASSP  
between now and  
31<sup>st</sup> March 2012 to  
win.

It's that easy!

# Meet a Member

## Amrit Nepal

Each quarter we shine the spotlight on one of our members. An active member since 2010, Amrit Nepal spoke to **Christoph Hartwig** about his experience with the AASSP.

### What's your job title?

Process Excellence Manager for Maersk Australia.

### What's your involvement with the AASSP?

I became a member of the AASSP about a year ago. Since then I've participated in a number of MasterClasses and attended a networking event in Sydney.

### When did you start working in Business Transformation?

Although my previous roles had elements of Business Transformation in them, I started working full time in it when I took on my current role about 3 years ago.

### In which industries have you worked in Business Transformation?

International shipping.

### What's the best thing about working in Transformation?

Being in a position to sit outside the day-to-day

operations, and working with people to make their jobs more interesting.

### What personal attributes do you consider the most important in Business Transformation?

The ability to rise above the noise to see a bigger picture; being able to articulate and persevere.

### If you won Lotto and never had to work again, what would you do?

I am tossing up between taking up golf as a professional career, or spending years travelling across Africa.....but I know I won't have to make that decision any time soon!

### What's your favourite meal?

Sichuan Hotpot with cold beer.

### What's something interesting about you that our members might not know?

Hmm... Scratching my head here, can't really think of anything. When people realise I'm from Nepal, they ask if I have climbed Mount Everest. I often reply, "Yes, I have attempted once, but had to be rescued by a helicopter halfway through due to bad weather." But it is not true, sorry!

### What book are you currently reading?

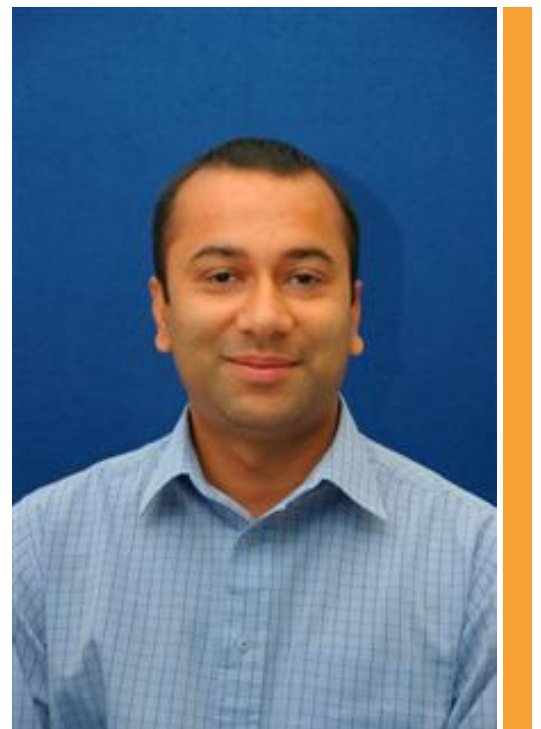
Some basic economic stuff: Adam Smith - *The Wealth of Nations*, and John Maynard Keynes - *The General Theory of Employment, Interest and Money*.

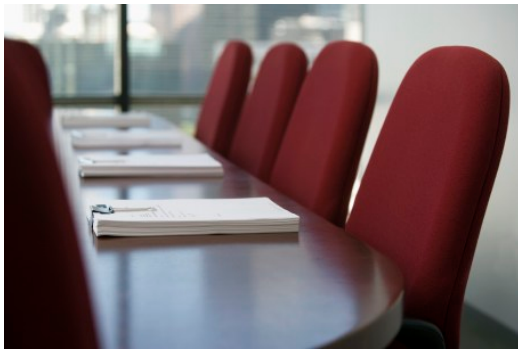
## Finish these sentences...

**What I love about the AASSP is...** being able to network with like-minded people in similar professions across industries. Being able to share with them and learn from them.

**I became a member of the AASSP because...** I wanted exactly the things I love about the AASSP.

**In another 3-5 years time Business Transformation will...** be embraced by more and more companies. There will be an ever-present pressure on companies to cut costs to survive while improving customer experience. Companies must have Business Transformation skills and discipline built into their DNA to successfully go through such a change, as well as to keep succeeding in a new paradigm.





## Member Forum at The Hills Shire Council

### Are you...

- Sick of using the same games to illustrate business improvement techniques?
- Bored with your kit bag of process improvement exercises?
- Interested in learning how other Lean Six Sigma practitioners demonstrate tools and concepts to non-improvement specialists?

If you answered yes to one of the above, then **join us** on 21<sup>st</sup> February at The Hills Shire Council for the first AASSP Member Forum of 2012!

The forum promises to be a day of learning and sharing – focused on games and exercises that demonstrate improvement concepts and techniques – where you will come away with at least one new tool in your tool box.

As with all AASSP member events, there will be lots of time for you to catch up with your industry peers, and network with business improvement practitioners working outside your industry.

Thanks to our generous hosts, The Hills Shire Council, members are invited to bring a non-member who is considering joining the Association.

Coming along to a AASSP event is a great opportunity for prospective members to experience one of the benefits of AASSP membership. Members of the Committee will also be on-hand to answer any questions they might have.

Don't miss out on this exciting opportunity.

**REGISTER NOW!**

#### **Date**

Tuesday 21<sup>st</sup> February

#### **Time**

9.30am – 4.00pm  
(registration opens at 9am)

#### **Venue**

The Hills Shire Council, Castle Hill (NSW)

#### **Cost**

Free for AASSP members. *Members can also invite a non-member who is thinking about joining so they can experience the benefits of being part of the AASSP.*

**Register now!**

**For more information, or to volunteer to facilitate a session during the day contact:**

Steve Dobis  
Principle Advisor Business Improvement  
The Hills Shire Council

[sdobis@thehills.nsw.gov.au](mailto:sdobis@thehills.nsw.gov.au)



# 2012 VirtualClass Madness

The new year is off and running, and so too is our VirtualClass program!

Before we get into the details of the upcoming program, let's take a moment to reflect on 2011.

- The VirtualClass program was launched
- 9 classes were held – each one led by a AASSP member
- Over 200 participants dialed in to listen, learn and share
- Topics included Six Sigma concepts skills, Lean techniques, and the 'softer' skills of engaging stakeholders

Christine Hawkins from HP was instrumental in driving the program – thank you Christine!

If we're going to have a bigger and better VirtualClass program in 2012, Christine needs your help.

Getting involved and leading a class (or just suggesting a topic) will ensure we get a wide range of facilitators and a selection of topics that you're interested in!

[Email Christine now](#) to let her know the things you'd like to learn about in 2012!

Now... to get the year off to a running start, we've scheduled the following classes for the next quarter:

## 2012 MASTERCLASSES

### 24<sup>th</sup> January 2012

David Masters from CSC will lead a 90 minute class on process analysis. Using a case study and examples, David will demonstrate how to examine your processes and detailed process maps to find those hidden opportunities for improvement.

[Register here](#) to secure your place!

### 28<sup>th</sup> February 2012

Join AASSP President Melanie Gurney from Warringah Council for a 60 minute class on RAPID improvement decisions. Melanie will share examples of how this simple and effective process for establishing clear decision making can be applied - through the DMAIC process, and in other business situations generally.

[Register here](#) to secure your place!

### March 2012

Managing change is one of the most challenging parts of any business improvement activity. Nikhil Kulkarni from CSC will draw on case studies and his own experience to lead a 60 minute class about how to use organisational change to your advantage, and to assist your business improvement initiatives.

# Five ways to improve your executive profile

By Janeece Keller



For many the New Year brings performance reviews. Full year, half year or quarterly this meeting that is all about you, and what you've achieved. It's a great opportunity to highlight the ways you've gone above and beyond fulfilling your day-to-day.

It's also a time when many are told by their boss that they need to improve their executive presence and profile if they want to get ahead in the organization.

But in this era of business being run more as a sprint rather than a marathon, our achievements can easily be lost amongst the chaos of the daily finishing line.

How can you break through the noise so your successes are seen and heard?

Here are five ways to help you lift your executive profile, and demonstrate success in more than just one event!

## 1. Participate in professional groups

Belonging to a group like the AASSP is a good first step. But actively participating is much more powerful than simply belonging.

Active participation can take many forms, for example:

- Leading a VirtualClass
- Presenting at a forum
- Attending AASSP events
- Submitting relevant articles (or links to articles) for publication on the website
- Asking and responding to questions in the AASSP LinkedIn group

Active participation not only demonstrates commitment to your profession but it also allows you to give back and grow your own skills at the same time!

## 2. Contribute to publications

Contribute to publications within and outside your organization.

You don't have to be an amazing writer to contribute content in your area of expertise. You could:

- Write a thank you piece about team members who contributed to a project for your company's intranet
- Comment on blog posts or articles that others have written (e.g. LinkedIn groups, PEX Network blog)
- Submit a recently completed project for an external award
- Write an article for the AASSP Quarterly
- Volunteer to speak at conferences

## 3. Stay updated

Read industry and professional publications, reports and magazines, and be aware of market trends. But don't just read the information, use it. Build what you've learned into conversations with your colleagues and your boss – either they'll debate ideas with you or they'll start to look to you for advice and information.

Once you have a reputation as a source of expertise in the business who is willing to share what they know, people will start talking positively about you and you'll be recognized as a thought leader within your organisation.

#### 4. Expand your network

Building a network within and outside your organisation creates your own group of allies. People who can help you get involved with interesting projects and activities you might otherwise not have known about.

A strong network can open up opportunities that might not have been closed to you without their recommendation – for example benchmarking data, a chance to lead a project in a different

department, access to discounted supplier prices etc.

Taking advantage of new opportunities, getting access to hard-to-find information or knowing someone who could help are all things that will help you get noticed by the people who matter.

#### 5. Be a coach/mentor

Offer to mentor that new recruit at work or share that piece of information you read about in the trade press - something that will help a colleague look good. These small gestures will help you build relationships and also spread a good word around about you at the workplace. Remember, 'what goes around comes around'. The people you help will advocate for you when it matters the most.

By using these five methods to build your profile within and outside to the organisation, not only will you grow your portfolio of achievements, but you will be contributing to your professional community.

And if an upcoming performance appraisal isn't enough motivation, maybe the words of leadership and management guru Peter F. Drucker will help...

*"I am always asking myself the question: 'what do you want to be remembered for?' It is a question that induces you to renew yourself, because it pushes you to see yourself as a different person – the person you can become."*

#### **AASSP**

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