

# Master of Ceremonies



**Mickey Wiebe**

*Executive Director, Supplier Excellence Alliance*

**OPERATIONAL EXCELLENCE**  
**"Strategies for the Aerospace Supply Chain"**



Accelerating Supply Chain Performance

1

**Opportunity**  
is missed by most people  
because it is dressed in  
overalls and looks like work.

- *Thomas A. Edison*

Easier approaches to improvement have largely failed. Remember that managers will try anything easy that doesn't work before they will try anything hard that does work!

- Jim Womack

Taiichi Ohno noted about the  
Toyota Production System...

“people only try it when they are  
desperate.”

Welcome SEA  
Suppliers  
To California!

# Operational Excellence

- “Operational Excellence is when each and every employee can see the flow of value to the customer, and fix that flow before it breaks down” – Institute for Operational Excellence
- “Doing what you say you're going to do with thoroughness, accuracy, and timeliness” – Mike Lehman, Sun
- “Operational Excellence is a philosophy of leadership, teamwork and problem solving resulting in continuous improvement throughout the organization by focusing on the needs of the customer, empowering employees, and optimizing existing activities in the process” – Wikipedia
- “A philosophy of the workplace where problem-solving, teamwork, and leadership results in the ongoing improvement in an organization. The process involves focusing on the customers' needs, keeping the employees positive and empowered, and continually improving the current activities in the workplace” – Business Dictionary

# 2011 Sponsors



THE RULE GROUP

*Insurance Brokers & Employee Benefit Plan Consultants since 1907*

**SEA** Accelerating Supply Chain Performance