

DISCOVER EXCELLENCE

Golden Cockerel
Brisbane, Australia

25-26 February 2026



Transform culture and unlock hidden potential via the Shingo Model's principle-based leadership approach

Training Workshop Overview

The Shingo Model™ supports organisations from different sectors in building a sustainable culture of operational and organisational excellence by aligning guiding principles with systems and ideal behaviours.

This content is taught through the Discover Excellence Workshop, the flagship course offered by the Shingo Institute. It is a foundational two-day programme that introduces participants to the Shingo Model™, the ten Shingo Guiding Principles, and the Three Insights of Organisational Excellence™.

Led by certified facilitators, the workshop combines classroom learning, interactive case studies, Go & Observe exercises, and on-site learning at a host organisation.

The **DISCOVER EXCELLENCE** workshop is highly engaging and immediately applicable. It is the gateway to the other five highly acclaimed Shingo workshops.

Workshop Objectives

- 1 Learn The Shingo Model™
Understand how a principles-driven culture achieves excellence.
- 2 Explore the Ten Guiding Principles
Discover the timeless principles that help define ideal behaviours.
- 3 Grasp the Three Insights
Explain why system and behaviour matter & how to shape them.
- 4 Experience Behavioural Assessment
Learn how to measure and align culture first-hand at a host facility.

Who Should Attend

Operational Leaders (Plant Managers, COOs, VPs)
Lean/CI Professionals (LSS BB, CI Managers)
HR & Culture Champions
Frontline Supervisors & Change Agents

Workshop Facilitators

This workshop will be led by two globally renowned operational excellence experts. Chris and Alex have driven sustainable transformations across manufacturing, service industries, government agencies, and non-profit organizations globally.



Chris Butterworth

Chris is a multi-award winning speaker and author, Shingo Institute Faculty Fellow, Academy member, certified master trainer, and Shingo examiner.

He is a co-author of four Shingo Publication Award winning books - "4+1 Embedding a Culture of Continuous Improvement", "The Essence of Excellence", "Why Bother?", and "Why Care". Chris is also editor of the Shingo Institute book "Enterprise Alignment and Results" and co-author of the best selling book *Leading Excellence*.



Alex Teoh

Alex Teoh is the founder and managing director of Keysense Consulting, a Shingo Institute affiliate and leading operational excellence firm serving Australia and Asia Pacific.

With decades of experience—from implementing Lean across different sectors to Enterprise Excellence consulting - Alex specializes in sustainable improvement and is a certified Shingo Institute facilitator. His work bridges the gap between theory and practical, measurable business results.

Workshop Agenda

Day 1

- *The Shingo Model*
- *Three Insights of Organisational Excellence*
- *Lunch*
- *Cultural Enablers Dimension*
- *Review & Questions Discussion*
- *Go & Observe: Round 1*

Day 2

- *Continuous Improvement Dimension*
- *Enterprise Alignment Dimension*
- *Lunch*
- *Case Study*
- *Review & Questions Discussion*
- *Go & Observe: Round 2*
- *Call to Action & Wrap Up Summary*

Workshop Host



1483 Mount Cotton Rd, Mount Cotton QLD 4165

Golden Cockerel Pty Ltd is a Queensland-based poultry processor handling ~34 million broilers yearly, holding ~20% state market share. The company employs approximately 700 people and has been active in adopting continuous improvement (CI) practices.

Registration

Discover Excellence 25-26 February 2026

Promotion Fee: ~~\$2040~~ now \$1750 Fees in AUD exclude GST
Register before 31 January 2026
Any registration beyond the 1st receives 5% OFF
AME/EEG members receive a further \$100 discount

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