

# 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 globally renowned operational excellence experts. Alex Teoh have driven sustainable transformations across manufacturing, service industries, government agencies, and non-profit organizations globally.



**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 specialises 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*

## Participants Feedback

“It was a great reminder that operational excellence isn’t just about applying tools or frameworks, it’s about building environments that encourage the right behaviours and continuous improvement.”

“Thank you to Alex and The Shingo Institute for an insightful session.”

“I’m looking forward to continuing the learning journey and exploring how these principles strengthen systems, culture, and performance across organizations”

“Very enjoyable, knowledgeable instructor”

## Public Workshop

Please check our website for the latest event  
<https://www.keysenseconsulting.com/services-4>

## Private Workshop

Please contact us  
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