

SYSTEMS DESIGN

Rud Australia
Brisbane, Australia

11-12 March 2026



SYSTEMS DESIGN® Overview

This two-day workshop builds on the DISCOVER EXCELLENCE® foundation, diving deep into the Systems and Tools diamonds of the Shingo Model™. You'll learn how intentional system design drives the right behaviours and delivers sustainable results.

All work is the outcome of systems—without deliberate design, they evolve unpredictably, creating variation in behaviour and performance. Discover how to structure systems that align with your goals and consistently produce excellence.

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

Take the next step in operational excellence. Learn to shape behaviours, eliminate variability, and achieve breakthrough results. Join us and transform your organisation!



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

Workshop Objectives

- 1 Discover the Three Essential Systems
Learn to identify the systems that form your organisation's backbone.
- 2 Explore the Five Communication Tools
Use the tools to communicate effectively and keep systems running smoothly.
- 3 How to Create and Use System Maps
Learn first-hand to visually map workflows and discover opportunities for optimisation.
- 4 Systems Design for Sustainable Result
Understand the System Standard Work and how it drives improvement.

Who Should Attend

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

**DISCOVER EXCELLENCE is a prerequisite to this workshop.*

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 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

- *Introductions*
- *Shingo Model Review*
- *Systems Overview*
- *Lunch*
- *Work Systems*
- *Go & Observe Visit*
- *Go & Observe Analysis and Debrief*

Day 2

- *Improvement System*
- *Go & Observe Visit*
- *Go & Observe Analysis and Debrief*
- *Lunch*
- *Management Systems*
- *How Systems Drive Cultural Transformation*
- *Call to Action*

Workshop Host



RUD[®]

RUD Australia



12 Commerce Pl, Larapinta QLD 4110

RUD Australia provides patented chain-technology and lifting, lashing, conveyor and heavy-vehicle hoisting solutions across mining, defence and infrastructure sectors. RUD's Vivid Vision accentuates an inclusive environment in which "everyone has a voice" and successes are regularly celebrated.

Registration

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Promotion Fee: ~~\$2040~~ now \$1750 Fees in AUD exclude GST

Register before 15 February 2026

Any registration beyond the 1st receives 5% OFF
AME/EEG members receive a further \$100 discount

1. Scan QR Code
2. Goto: keysenseconsulting.com/systems-design
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