

# SYSTEMS DESIGN



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

## 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!

## 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 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.

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## 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*
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## Participants Feedback

“Well delivered with good insight on system design - all came together very well and insightful to apply back to our work.”

“Learn to assess my own organization; Learn to identify gaps in my organization's culture”

“An excellent two days and wonderfully facilitated as always Alex! Looking forward to putting the learnings into action!”

“I really enjoyed the workshop, really good discussions and insights.”

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## 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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