

Established *by* Industry *for* Industry

SC21 Continuous Sustainable Improvement Plans

Overview

A one day support programme designed to assist companies in adopting the single format SC21 Continuous Sustainable Improvement Planning system (CSIP). The CSIP is a critical part of any company's adoption of SC21 and forms the key element in an application for an SC21 recognition standard. The CS21 CSIP is a single co-ordinated plan that pulls together all of a company's objectives for general business strategy, customer requirements relating to Quality or Delivery performance improvement, legislative requirements and the outputs from any SC21 assessments such as Business Excellence and Manufacturing Excellence. The support day will introduce the CSIP process and its standard templates and materials and assist companies to assemble, manage and prioritise all of the potential inputs into a single, co-ordinated plan, ready to achieve agreement and support from the company's customers.

Award Level	Delivery	Quality	Sustainable Improvement Programme	Improvement Framework
Gold	>99 - 100%	>99 - 100%	Plan progressed, regular reviewed	Excellence level > 500
Silver	>95 - <99%	>97 - <99%		Excellence level > 400
Bronze	>90 - <95%	>95 - <97%		Framework deployed

Levels for Delivery & Quality are based on a rolling 12 month average

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Who should attend?

The programme is designed to support Senior Executives from companies intending to adopt the Development & Performance content of SC21 with a view to achieving recognition to the Bronze, Silver or Gold supplier standard. It is recommended that this support should be engaged once a company has developed a good understanding of the process content of SC21 and has completed all of the appropriate Development & Performance Assessments.

Approach

The day starts with a quick overview of the SC21 Development & Performance process content and the results achieved by the company in each of the specific performance measures and completed assessments.

To guarantee the success of the CSIP, board level sponsorship of the plan and an identified owner will be agreed. These people will be responsible for ensuring the plan is developed, implemented and managed appropriately.

To ensure the views and activities of the whole organisation are included within the plan an appropriately skilled team will then be established to project manage its development and implementation.

inputs

- customer requirements
- on-going improvements
- existing programmes
- diagnostic outputs
- goals, targets and measures
- risks and dependencies

sustainable improvement plan

- supplier owned
- focused on business goals
- SMART objectives
- reviewed for progress/benefits
- flowed down to suppliers
- flexible to allow additional inputs

customer specific key point indicators

- customer and supplier owned
- focused on quality & delivery targets
- reviewed jointly for progress and benefits
- linked to recognition
- milestones driven/time-bound



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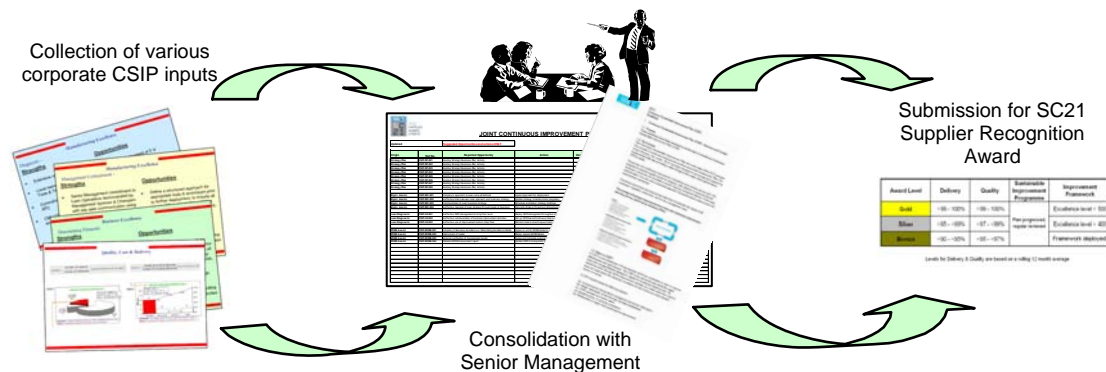


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Since there will only be one, agreed CSIP for the business it will incorporate all appropriate improvement activities. We will review in detail, with the board room team, the content of the shop floor 'Diagnostic', the more significant 'Management Commitment' assessment and the EFQM Determining Excellence results before showing how these feed into the CSIP. Other relevant inputs will then be discussed including specific business goals of the company, legislative requirements or any existing business or departmental improvement initiatives.



One of the main elements of the Industry Forum experience in supporting the development of the single improvement plan is to ensure inputs are effectively prioritized for inclusion within the CSIP and that the company is capable of their delivery. This will be completed in line with the SC21 guidelines and will consider Impact on Business, Impact on Performance, Customer Satisfaction, Cost Savings, Pay-Back and finally the necessary resources and time needed.

The improvement activities within the plan will be ranked in order of impact. The CSIP will be aligned to the agreed supply chain strategy, addressing short, medium and long term benefit with adequate resources allocated over appropriate durations. The structure and format of the completed CSIP will be compatible with the way the organisation operates and will be able to be used at local level as well as satisfy the needs of internal and external review meetings.

Once this first DRAFT of the CSIP has been produced it is circulated externally to ensure that there is an agreement of activity priorities and any joint actions identified. The effective management of this joint plan is the critical success factor to ensure achievement of supply chain performance improvement. It will therefore be subject to regular, joint review.

Benefits

The support event will deliver a completed draft Continuous Sustainable Improvement Plan prioritising and managing 'all' business and SC21 performance and assessment results and the capability to develop this plan on an ongoing basis. The plan will be to a format and standard recognised by the SC21 review team for 'Development & Performance'.

Course Booking

To learn more about the Industry Forum's SC21 programmes or to schedule the completion of one of these CSIP development support days please visit our web site at www.industryforum aerospace.co.uk or follow the contact details below

For further information contact:

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