



Continuous Improvement Network

Friday 15 March

Business Events Centre Benton Park View

Newcastle upon Tyne NE7 7NE

10:30-15:30

1. Introduction	
10:30-11:00	Welcome
Robert Leedham	<ul style="list-style-type: none">• Introductions and networking
2. CPPs and FMEA	
10:30-11:15	CI tools and Techniques
Tina Grayson/Joanne Gordon	<ul style="list-style-type: none">• How using Failure Mode and Effects Analysis can be used to eliminate or reduce business failures
3. Break	
4. Design Thinking	
11:30-12:45	Using CI Techniques in business process
Julie Ross	<ul style="list-style-type: none">• How Design Thinking works in business process and operations
5. Lunch	
6. Agile	
13:30 – 14:00	Agile as a CI tool
Siobhan Costello	<ul style="list-style-type: none">• How Agile as a tool can be used to identify and implement improvements
7. Gold Standard	
14:00 – 14:30	Using CI as a self assessment tool

	<ul style="list-style-type: none"> • Embedding CI culture against a predefined set of performance related behaviours
8. Prioritising CI in the Fire Service	
14:45 – 15:30	
Darren Pringle	<ul style="list-style-type: none"> • How the Fire Service have embedded Continuous Improvement
8. Event Planning for Next Event and Close	
14:45 – 15:30	
Robert Leedham	<ul style="list-style-type: none"> • Event planning for the next event