

# Best practice Visit program

“Far better than  
workshops  
or courses”

*Arla Foods*



## Why we exist

To help organisations Improve through the sharing of innovation and best practice.

## How we do this

We arrange visits, study tours and workshops to encourage the sharing of ideas on business improvement.

## Where we came from:

Our journey began as part of the Department of Trade & Industry in 1985. Best Practice Visits have long been associated with lean and continuous improvement as they provide a mechanism to improve through the sharing of ideas. In 2003, we commercialised the programme on behalf of the government and it is now run and funded by visit fees. Hosts participate as they get to share best practice with others, visit the other host sites and learn from the network of best practice companies.

## Our Ambition

Is to create an international network of host sites that celebrates Continuous Improvement & Best Practice and is beneficial to all that participate.

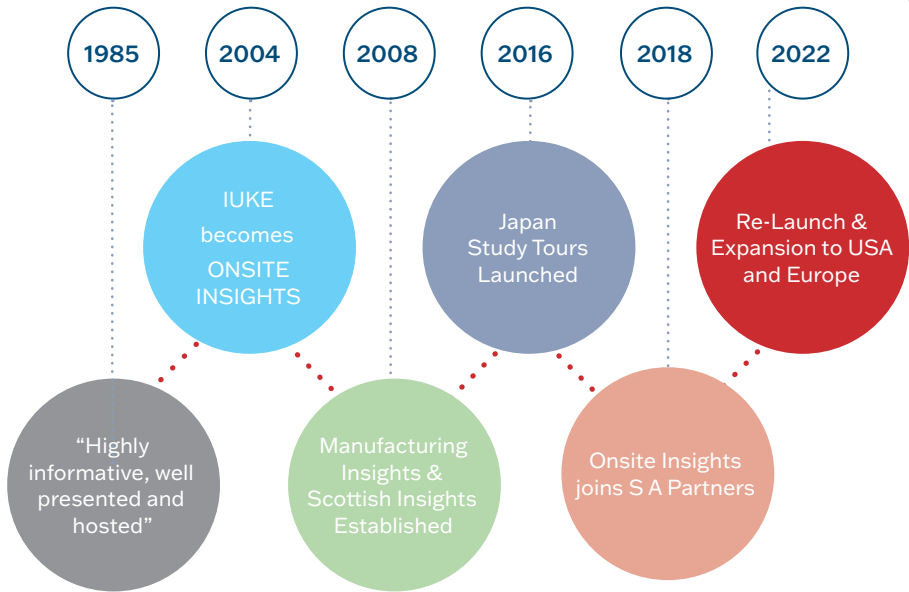


“Highly  
informative,  
well presented  
and hosted”

*Mitsubishi Electric*



## OUR JOURNEY

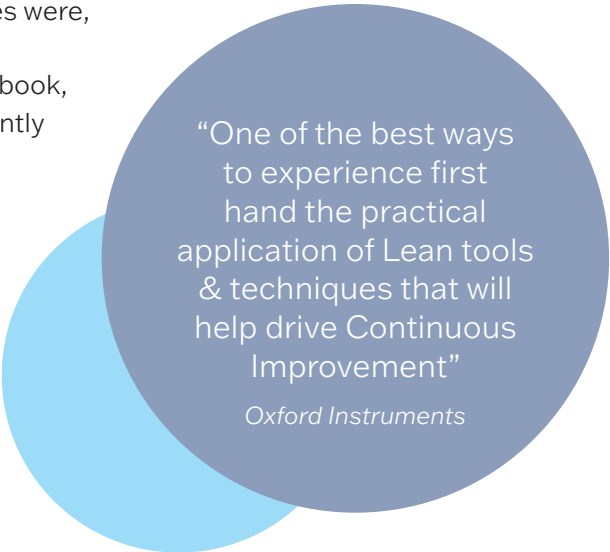


## Why it works

Company visits are a well established method for companies to network, benchmark and innovate. They should become part of any organisations continuous improvement strategy.

Seeing first hand how organisations have overcome challenges and achieved success has allowed thousands of companies around the world to improve their own organisations.

Visits are successful because they enable visitors to ask the host team who have implemented change how it was done, what the challenges were, and how they were overcome. The answers aren't from a text book, they are real and more importantly they have worked.



“One of the best ways to experience first hand the practical application of Lean tools & techniques that will help drive Continuous Improvement”

*Oxford Instruments*

OVER  
**60'000**  
VISITORS

AVERAGE  
NPS  
SCORE  
**+83**

ESTABLISHED  
**1983**



## These companies have shared their story:







## What we look for in a host site

### We look for host companies that:

- Are recognized or acknowledged as leaders in their industry
- Demonstrate good business practices
- Are innovative
- Are on the journey to world class
- Encourage benchmarking
- Are willing to share with others

## How we assess potential hosts


- Host identification – recommendation, self-promotion, award-winners
- Site assessment - onsite
- Approval to Host & Certification

“Very enlightening – the enthusiasm shown by the site was exceptional and information was clear, practical and concise.”

*Ibstock Bricks*

## Why host?

- ✓ Visitors see, hear and question best practice ideas that have been implemented by others across a range of sectors
- ✓ Benchmarking against others will help you reflect
- ✓ Networking – with other like-minded companies
- ✓ Real evidence – both good and bad, of what has worked and why
- ✓ Inspiration – ‘Steal with Pride’ ideas and knowledge
- ✓ Motivational – visitors leave inspired by the openness & enthusiasm of team members from our host sites
- ✓ Hosts benefit from visitor insights as well as free places on the wider programme. Being a host site, means you are continually opening your doors to external visitors to be assessed



A great insight  
into Lean tools &  
techniques - so many  
practical ideas  
to take back

*United Biscuits*



## A typical agenda

**10.00** Arrival and refreshments

**10.30** Overview of The Company

**11.00** Topic 1: Culture Change & Leadership

**11.30** Topic 2: Lean Deployment Journey

**12.30** Networking Lunch

**13.00** Site Tour

**14.00** Open Workshop: Engagement

**15.00** Q&A, Feedback and Close



## Frequently asked questions

### What about Competitors?

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You have the complete right of veto over any attendees.

### How many visits should I host?

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Host companies usually hold between 2-4 a year, we ask for a minimum of 2.

### How many people attend?

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The average size of a visit is 14 people, but it varies on the capacity of the room/host site. The largest we recommend is 12.

### Who attends?

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Attendees vary but tend to be senior managers or Directors of other UK organisations – both public and private sector organisations use the programme.

### Is there a cost involved?

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There are no direct costs to host companies and we can re-imburse refreshments if required.

### How do we fund the programme?

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The programme is funded through the visit fees.



## If you would like to become part of our network, this is what happens next.

- ✓ We will arrange an introductory 'virtual' meeting to explain the programme (2 hours)
- ✓ We will help you identify your topics and agenda
- ✓ An assessment meeting will be arranged where we will come and visit you at your site (1/2 a day)
- ✓ The assessment will look at the areas of best practice you would like to share and we will discuss with you logistics such as meeting rooms and agenda's.
- ✓ Based on the assessment we will approve your Host Status & prepare the marketing material for your approval
- ✓ You will let us know suitable dates for your visits
- ✓ Our visit team will then work with you to ensure a successful first visit

The visit was  
eye opening  
& inspirational

*Siemens*

We are proud to be part of the S A Partners training and consultancy group. S A Partners is a business transformation consultancy company with a global presence.

Their aim, much like ours is to support organisations improve through by aligning their purpose, people, and processes.

Onsite Insights and S A Partners also support several virtual networking forums. The Lean Forum and the SHINGO Forum. Hosts and visitors are welcome to join these free monthly networking groups to meet and share ideas with other like-minded people.

For more information  
on S A Partners visit  
[www.sapartners.com](http://www.sapartners.com)

For more information on the  
programmes or hosting visit  
[info@onsiteinsights.co.uk](mailto:info@onsiteinsights.co.uk)

Great inspiration  
on CI & delegating  
power to Teams -  
Thank you  
*Geotechnical  
Instruments*

