

# Unlocking Inherent Potential for Radical Improvement

“The significant problems we face today cannot be resolved at the same level of thinking we were at when we created them ....”

*Albert Einstein*

## The Theory of Constraints System Thinking Programme

A Commonsense approach to radical Improvement

### Discover & Apply the ToC Thinking Processes and ToC Applications, as developed by Eli Goldratt

Businesses struggle to realise their inherent potential. For many organisations the market is unlimited, (total demand is growing and their market share is low) and supply is not limited (raw materials can be sourced from somewhere). Inherent Potential is huge, Radical improvement is possible but it does not happen. The flow performance is typically only 60% of proven maximum capacity, so capacity is not the system's constraint. Something is preventing this potential from being realised. Could it be what the people within the organisation are doing – the way the organisation is managed?

Management is constantly being distracted and having to deal with urgent demands. Customer complaints, endless meetings, human resource issues, breakdowns, theft, trying to meet targets, responding to crisis's, participating in many initiatives, solving IT problems, influencing peers, managing subordinates, etc.

These are symptoms that consume all of management's capacity, turning management into the system's constraint that blocks the radical improvement that is possible and resulting in the belief that the future is the same as the past and no effort can change that.

## The Theory of Constraints System Thinking Programme

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radical Improvement

**The ToC System Thinking Programme *enables*** thinkers to develop the skills to see the inherent simplicity of their system, where to focus for radical improvement, finding win:win solutions for intractable problems, building and sustaining stable predictable flows and capitalising on this capability to cause Throughput to grow much faster than Operating Expenses.

**The ToC System Thinking Programme *challenges*** participants to develop new ways of defining and resolving problems by challenging those key assumptions that determines and limits the performance within our current reality.

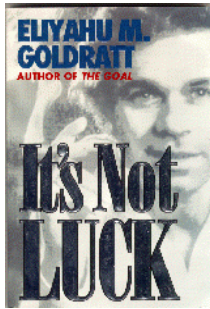
**The ToC System Thinking Programme *teaches*** you how to identify and unlock hidden system improvement potential (within both profit and not-for-profit organizations) – improvements that can turn your organization or business unit around in a very short time period and normally achieve this with no or minimum investment.

**The Thinking Processes *taught*** in the ToC System Thinking Programme have allowed many companies in many different industries around the globe to develop break-through solutions, tailored to their specific environments, with dramatic results.

## Workshop Objectives



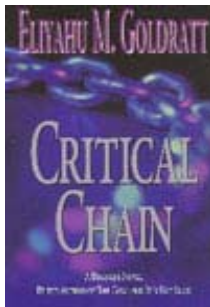
- Participants learn to Master the ToC Thinking Processes in its entirety including Strategy and Tactics Trees.
- Participants apply the thinking processes to their own subject matter
- Participants learn the fundamentals of the Theory of Constraints and will gain a high level understanding of the ToC solutions for managing Operations, Finance, Supply Chain, Projects and Marketing & Sales.
- Participants develop a detailed solution based on “cause-effect” analysis of their subject matter as well as the applicable ToC application.
- Participants are equipped to solve problems and develop solutions on a Win-Win basis using the Socratic Methods and the ToC “Buy-in” process



## Workshop Content

Participants apply the Thinking Processes to define the core problem in their subject matter and develop a solution and implementation plan by addressing the following questions:

- Q1 Why Change?** – Identifying the GAP and Undesirable Effects that make closing this GAP difficult in a chosen subject matter or area of responsibility
- Q2 What to Change?** - Finding the Core Conflict and underlying Core Problem(s) preventing a breakthrough Solution.
- Q3 What to Change To?** - Finding the Breakthrough Solution that will break the Core Conflict and the detailed requirements to achieve the Desired Effects
- Q4 How to Cause the Change?** - Constructing Strategy and Tactics Trees to guide the implementation
- Q5 How to measure the change & achieve Ongoing Improvement**



## Workshop Details

- **Duration:** 10 days. Two dedicated days per month.
- **Dates:** 9-10 March, 24-25 April, 11-12 May, 8-9 June, 27-28 July 2017
- **Venue:** Johannesburg
- **Facilitator:** Philip Viljoen
- **Structure:** The workshop consists of facilitated group sessions and independent activities in preparation of each two day workshop.
- **Price:** R35 000 (excl. VAT). Travel and accommodation excluded
- **Bookings:** Contact Nicholas Renecke at [nicholas@tocsa.co.za](mailto:nicholas@tocsa.co.za) or 0861102161
- **Certification:** All attendees that meet the program outcomes requirements, will receive a Certificate of recognition from TOCSA. They will also be equipped to write the TOCICO exams.

## Continuous Learning

Call or visit us at:

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TOCSA conducts “TOC upgrade Workshops” for TOC practitioners at the annual TOCPA conference. These 1 day upgrade workshops are presented together with TOCPA.

The annual TOCICO conference not only expose participants to the latest developments in the "Theory of Constraints" by Dr. Eli Goldratt, but also to case studies presented by TOC academics, practitioners and implementers from around the globe showing the practical application of TP and TOC to a wide range of business and implementation challenges.