Executive Education Program – 2019

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Welcome to the Executive Education Program 2019! This document contains important information, so please read it carefully.

The program will run from November 18 through November 22 (one week - please refer to the program calendar), and it will be structured as follows:

a) Program core activities

- 20 hours of in-class instruction at UTK:
  - 16 hours of formal instruction in Modules 1-4 of the The Sawhney Model.
  - 4 hours of a practical application exercise, through Case Study.

b) Benchmark in companies

- 16 hours of onsite observation at companies to study their implementation of the methodology and develop new ways of solving problems.

c) Group discussions

- 12 hours of discussions:
  - 8 hours of debriefing, discussing the observations and insights from company visits.
  - 4 hours to recap, discuss, and summarize the week's activities.

The course has a total of **48 hours**.
LECTURES ON CORE SUBJECT

- **Developing Critical Problem Solving: UT DRIVES model**
  - Defining a Systems-Based Problem
    - Systems Thinking, Theory of Constraints, Network Analysis
  - Developing an Operational Excellence Solution
    - The Sawhney Model
  - Sustaining the Solution
    - Via Design, Via Behavior Change

- **The Sawhney Model Framework: A UT Approach**
  - Aligning Organizational Initiatives to The Sawhney Model Methodology and Tools
    - Methodology Alignment Mechanism Based on Little’s Law
    - Designing Hierarchy of KPI's Based on Leading and Lagging Indicators
    - Connecting Process/System Throughput to Tool Set
      - Flow Based
      - Variation Based
      - Disruption Based
  - UT Categorizing Processes Based on Uncertainty
    - Categories
      - Deterministic Processes and Initial Approach
      - Stochastic Processes and Initial Approach
      - Bayesian Processes and Initial Approach
    - Process/System Mapping
      - Value Stream Mapping and its Limitations
      - Simulation Modeling
  - UT Reliability of Lean Systems
    - Developing a Reliability Based Support Structure Analysis
      - Material
      - People
      - Equipment
      - Schedules/Information
    - Known and Equivalent Reliability Structures
    - Reliability Calculations
      - Exponential Distribution
      - Weibull Distribution
  - Designing People-Based Processes/Systems
    - Systems-Based Alignment of People-Oriented Stock
    - Introduction to UT Engagement Model
    - Analyzing the Impact of Culture on Lean Design - a UT Model
AMBASSADORSHIP ASPECT OF THE PROGRAM

We invite you embrace the multicultural make-up of the Executive Education Program. You will study and work with different cultures and people. See yourself as an ambassador of your country in Tennessee.

We challenge you to leave your prior way of thinking at the airport and bring with you just the openness to look at people, companies, problems, and solutions from a different standpoint and with different lenses.

INVESTMENT

The total cost of the program is $3,300.00 and includes:

- Hotel (Arrival at November 17th – Departure on November 23rd)
- Breakfast and Lunch (Weekdays)
- Transfers (Airport → Hotel and Hotel → Airport)
- Transportation to and from Hotel, University, and Companies
- Course materials
- Certificate

Participants may choose a one-time payment (credit card or bank transfer) or a three-installment payment option. In case you choose the latter, please email us at utlean@utk.edu. If you have further questions, you can email Guilherme Zuccolotto, the program coordinator, at gzuccolo@vols.utk.edu. You may also call us at (865) 974-3333 (8:00 a.m. to 5:00 p.m. ET).

We look forward to exchanging knowledge and experiences with you.