

Tentative agenda as of 24/02/2023, for the latest version see <https://www.eu-japan.eu/events/lean-europe-visit-29-skibeat>

Monday, 17 April

Arrival, pre-visit evening activity

Time	Activity
12:00	Recommended arrival time at Geneva Airport (GVA)
14:00	Coach transfer from Airport to <u>La Plagne</u> (2½ hour transfer)
17:00	Check into your chalet
18:00	Introduction by <u>chalet hosts</u> , drinks & canapés
18:15	Introduction to <u>SkiBeat</u> by Anthony Collins, Group CEO, Topflight Travel Group
18:30	Discussion & preparation for process-mapping activity led by Richard Keegan, EU-Japan Centre's Lean Advisor
20:00	Dinner in individual chalets

Tuesday, 18 April

Lean activities, departure

07:30	Chalet host sets-up the breakfast
07:45	<u>Working breakfast in your chalet:</u> Whilst you eat, process map its preparation and serving
09:00	<u>Feedback / prep session in main chalet:</u> <ul style="list-style-type: none"> • Discuss breakfast process and propose improvements • Introduction to breakout sessions
09:30	<u>Breakout Session 1 - presentation, discussion and improvements:</u> <ul style="list-style-type: none"> • Group 1: Lean & Net Promoter Score (NPS) • Group 2: Preventative Maintenance, Chalet Close Down (check living area and capture issues)
11:30	<u>Breakout Session 2 - presentation, discussion and improvements:</u> <ul style="list-style-type: none"> • Group 1: Preventative Maintenance, Chalet Close Down (check living area and capture issues) • Group 2: Lean & Net Promoter Score
13:00	<u>Debrief and working lunch:</u> <ul style="list-style-type: none"> • Group photo • Report out on process mapping, NPS & preventative maintenance discussions
15:00	Coach transfer to Geneva Airport for flights departing after 19:00

(Possible additional 1½ days of skiing, with departure on Thursday afternoon)