

Example of Team Creation and Results

Issues that the company faced:

Union / supervisor / management relationship was strained
Communication between operators was identified as a problem
Communication between operators and supervisors was poor
All groups felt helpless to change the situation
Morale was very low
Reducing scrap in the operation was deemed critical

Our approach to the situation:

Worked with management to create an operator development program
Presented the development plan to Union executive for review and suggestions
Invited operators and supervisors to participate in the program

Base Line Preliminary Education

Communication skills
Job-related skills and process knowledge
Customer / Supplier relations and business appreciation
Targeted Education and Facilitation / Team Formation
Teamwork
Root Cause Analysis (RCA)
Problem ranking, prioritization and simple Return on Investment (ROI)

Basic Project Management

Guided team through RCA of production problem assigned by management
Assisted the team in designing solutions that management could buy into
Helped team implement solutions while maintaining an internal focus of control
Generated report for the team on the results and analysis of benefits

Benefits

Savings of \$500,000 per year in scrap reduction and increased prime product
Improved morale and operator outlook
Operator team members engaged co-workers in the solutions