



1 Team Wonders!



Leading **OPAC** down the Lean & TPM (TPM³) path in 2009 the team from the Gisborne Site, NZ has really taken a step in the right direction. Made up of four permanent & four seasonal senior supervisors the Te Whanau Aroha Team was formed to focus their abilities on minimising waste and increasing productivity throughout the site.

Their initial approach of recording and charting the key performance measures enabled the team to understand the current situation and enable them set operational goals. Supervisors were given the responsibility of gathering and charting the performance data daily to ensure the accurate use of data.

As results were displayed on the Teams Scoreboard, they soon became key discussion points at each of the daily stand-up meetings conducted during each shift. Supervisors took ownership and responsibility for the results and as such began to drive each other along the journey to an environment of Continuous Improvement.

The team's dedication to the journey brought about many **benefits** from their hard work. They include:

1. **Downtime** was halved from the previous season, with fewer breakdowns due in part to new machinery, greater urgency and shorter stoppages due to improved organisation of production.
2. **Staff absenteeism** had seriously limited productivity in the past but monitoring staffing levels and having supervisors

being responsible for their areas allowed the site to run to capacity.

3. **Staff morale** had increased and proved to be synergistic in lifting the team's performance.
4. **Cost** of packaging consequently was well down on previous seasons.
5. **Knowledge Base** of employees had grown considerably. Product Knowledge created a greater understanding and improvement in the handling of products.
6. **Influence** on others witnessed shift teams develop a myriad of smaller improvements that are being incorporated into Standard Operating Procedures to insure they are cemented in place for the coming season.

Moving forward into 2010 the Gisborne Site has assigned more Improvement Teams. They already have Work Area Management Teams busily clearing and cleaning up, as well as planning alterations to the layout of the site in order to gain more improvement. They also are revising staff management plans to lock in the great success of the Te Whanau Aroha Team.

For further information please contact:



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