

B&D Doors & Openers Opens the Door on People Power

Has your site got varying language and literacy levels preventing all from having input into your businesses improvement journey?

To overcome this scenario B&D Doors & Openers through CTPM Australasia have set up both Cross-functional and Area Based Teams that are now using a suite of structured problem solving and reporting tools that promotes all to be involved and gives people different methods of getting their thoughts across.

The B&D Leadership team realise the people doing the job are the greatest source of knowledge on where the opportunities for improvement lie and that these people following a proven methodology are the best people to find the solutions.

By setting standards and following structured processes the employees within these teams have been working together to bring out the best in each other. The Cross-functional Teams have been solving technical issues including equipment improvements and improving flow. The Area Based Teams have been removing the frustrations from their work environments by going through Work Area Management.

Site operations manager Sam Saliba was so impressed with the participation and outcomes of the teams that he set up annual awards to celebrate and acknowledge peoples efforts in B&D's improvement journey.

The inaugural award winners as shown in Figure 1 were:

Rick Jara – TPM³ / Lean Champion
 Peter Lawrance – TPM³ / Lean Team leader

Sam comments that “it was great to see the teams come together to fix problems. The program is a great opportunity to challenge different people in leading a team. I was very surprised in the previously unidentified skills some of our team

members displayed once given the licence to follow a structured improvement philosophy.”

The challenge now for B&D is to continue supporting the teams in their quest to implement the growing number of improvement ideas and problem solutions the teams are generating.

Figure 1 – Award Winners



Above: Rick Jara (left) and Peter Lawrance (right)

Having now been through two improvement cycles B&D Doors & Openers are about to kick off on their third cycle of improvement activities. This cycle will see the teams out to improve process flow on the Panelift line and the reliability of equipment on the Series 2 roller door line whilst the Area Based Teams continue to take the frustration out of their work places and reduce waste.

The activity to date has lead to a safer more productive workplace, with employees who are continually looking for better ways to do their jobs.

For further information please contact:



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