

## Mars Petcare Pillars

The Mars Petcare Wanganui site recently completed the Three One-Day Pillars course. The lead presenter was Keith Saul, CTPM Australasia's General Manager Operations. Keith was assisted by myself (Anthony Burt CTPM Australasia Managing Navigator New Zealand). For those of you who don't know, the Wanganui site produces Whiskas and Pedigree pet food pouches mainly for the New Zealand and Australian markets. The Mars Petcare site started their journey over 12 months ago in July 2006. After a dash to the airport and bundling ourselves onto a plane I asked Keith a few questions about the course and here is his reply.



*Pillars course attendees running Wipper Snapper Factory*

### Q – How did you find the course?

Hectic! The course is jammed packed. There is lots of interaction, lots of activities. The hands on experiential learning keeps the course fast paced. During the course we use or demonstrate three model factories. The Big Loader is used to show how to improve assets performance, equipment reliability and Overall Equipment Effectiveness. Both problem solving skills and developing operator mastery skills like getting things right the first time are demonstrated.

There is also the “Run a Muck Printing Company Ltd” where we demonstrate how Set up Reduction can be used to reduce set up times by 90%, and Single Minute Exchange of Dies or SMED.

The “Wipper Snapper Bead Factory” is used to demonstrate how Flow and Work Cell manufacturing can significantly improve lead-times, quality and nearly eliminate Work In Progress (WIP).

During the course we had participants completing root cause analysis, training guides with One Point Lessons and redesigning the plant to improve lead-times.

### Q- What sort of benefits do you think the participants got from the Course?

The benefits are numerous. Overall it is getting an understanding of how to unleash the true potential of people, processes and equipment. In most workplaces there is a huge amount of potential that can be unleashed with low cost or no cost solutions. Typically these are about leadership skills, creating the right culture and a positive work environment.

### Q – Best quote from the course?

We at CTPM know how much value this course can add to a journey to world class. At the end of the course the Site Manager Colin Fergus acknowledged this saying “After being here for the last three days I realise we should have done this course six months ago”.

### Q – What people attended the pillars?

The course was attended by all the site leadership team members, maintenance employees, TPM<sup>3</sup> coordinators as well as representatives from each shift.

## Q – Favourite thing about running the pillars?

People putting all the pieces together, gaining an understanding of the overall jigsaw pieces on how to make a significant change in company culture, improving the site, team work and personal development.

## Q- Funniest thing?

There were loads of funny monuments all the way through. Probably the funniest moment was when participants worked in pairs to complete One Point Lessons and deliver these on a 5yr+ rated toy. All the lessons were presented in good humour. The first group lead the way with a lesson on how to install a battery, and how to turn the equipment on. All went well installing the battery. When demonstrating the equipment start up, it wouldn't work. After a few unhelpful suggestions like "call a five year old", the cause of everything going a bit pear shaped was found to be the drawing being upside down to the demonstration. The battery went in back to front. A quick change with the red pen, and holding the equipment the other way up fixed that one.

Keith felt that everyone on the course had a great time. A successful course and successful site need to have fun, on their Journey to world class performance.

For more information about TPM<sup>3</sup> – Australasian Lean or NZ Learning Group Meetings, contact Anthony Burt, NZ Managing Navigator on 0272 408 509, CTPM Australasia Head Office on +61 2 4226 6184 or visit [www.ctpm.org.au](http://www.ctpm.org.au).



*One Point Lesson Delivery*

