



OEE reaches world class! Customer complaints down 50%: Simplot Kelso Team Troops in with the Results

These were the outstanding results reported by "F-Troop" a Macro Focused Equipment & Process Improvement (FE&PI) team from Simplot Australia, Kelso site and finalist in the TPM³ "Aussie Cup" Team competition at the Annual TPM³ Forum held at Echuca in August 2004.



Team Members: Wolfgang Rampitsch, Peter Jensen, Richard Burke, Gaylene Chiller, Annette Rothmund, Glen James, Tony Lavelle, Mick Donnelly and Tom Noonan.

They began their TPM³ journey in August 2003 with a mandate of improving the OEE by 10% from 79% to 86%. There was a huge incentive to improve their OEE as they had estimated every 1% improvement on the Fish Finger Line represented a substantial savings.

Their results were electrifying

Customer complaints reduced by a massive 50%, their OEE reaching 86% with substantial savings to the company

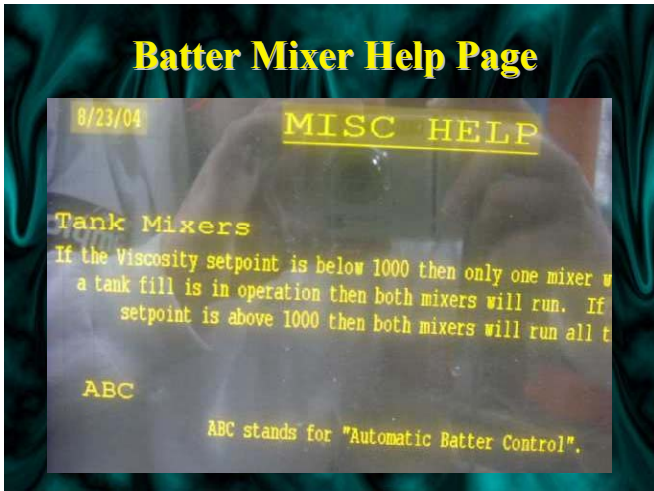
So what did they learn during their TPM³ Journey?

1. During their observations, they realised that 70% of downtime in the critical Fish Processing Area was not recorded.



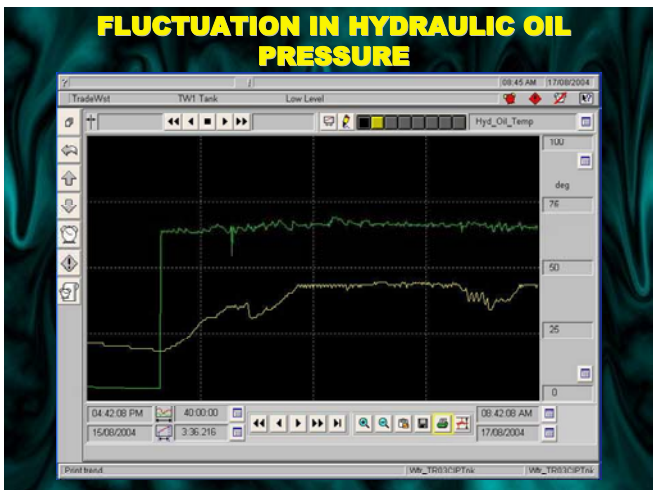
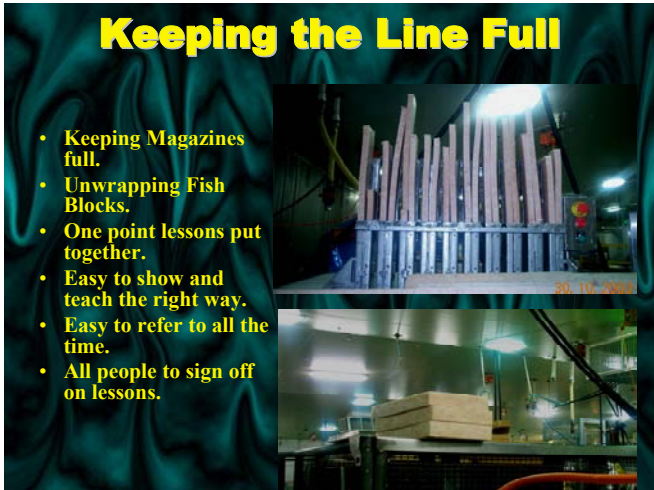
2. Support analysis indicated that most operators would like more training to understand the ABC batter mixer.





3. The impact of unintentional slow running was caused by:

- All magazines not being full
- Slow fish delivery from the prepportioner
- Variation in hydraulic pressure

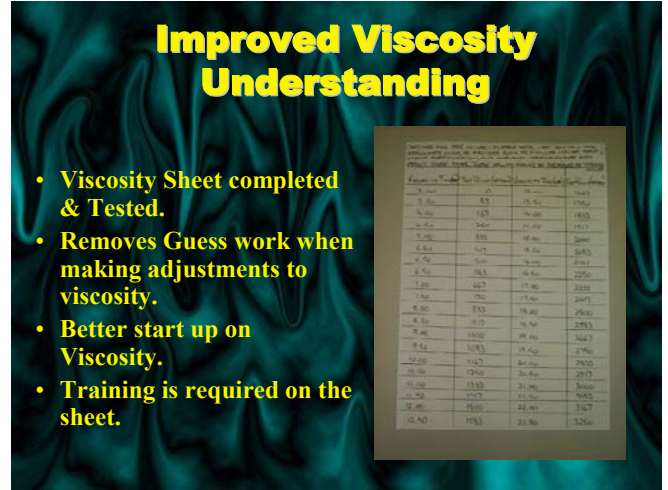


4. The level of frustration that had been experienced by their people because of the material transfer system.

5. Inefficiency of the glycol system on the prepportioner.

Other items tackled included

- Improving viscosity understanding by removing opinion and guesswork and relying on fact supported by data



- Fitting a vibrator on the ABC mixture to get better control of the batter level



With results like these who can blame them for "blowing their own horn" or in the case of F-Troop "blowing their own bugle".

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