



Empowered Performance, LLC

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“The Fab Five” learn how to “Monster Garage”

“At Empowered Performance, we’re on a mission to engage and empower the minds and spirits of all of our clients and to transform that intellectual capital into a sustainable force they can use to dominate their competitors”.

-Mike Stickler

Electro-Tec Corporation, one of three companies in The Slip Ring Group of Kaydon Corporation, www.kaydon.com has developed a new and different approach to a very important segment of their business. On April 15, 2003 the leadership team at Electro-Tec formed a new team to directly and specifically address their Industrial Customers. We suggested a “Monster Garage” approach (highly customized product/service, done very quickly and at a low cost). If you have never seen the show we suggest that you check it out at www.discovery.com



In order from Left to Right: Front Row-Carl Gellis, Amy Comer, Owen Wells. Back Row- Todd Shrader & Chuck Yates

This team, Todd (operations), Amy (customer service and procurement), Chuck (quality), Owen (design), and Carl (sales), are now responsible for nurturing and growing relationships with Electro-Tec’s Industrial Customer base. They are responsible for answering inquires, providing quotes, following up on the inquires and quotes, answering

customer questions, entering customer orders, designing the products, procuring outside resources, manufacturing the products, validating the quality and shipping the orders. In other words... everything! They are now thinking as well as acting like a business, a profit center...not like people in a cost center trying to make budget.

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Leaning Up The Office!

J.W. Speaker Corporation in Germantown is considered to be one of the best Lean Manufacturing companies in Wisconsin. Shortening customer delivery times, improving quality and reducing costs have long been priorities for the teams at Speaker. The growth experienced by Speaker over the last few years represents the rewards of their focus on their customers and the involvement of everyone in the business on innovation and improvement.

Recently, Speaker decided to expand their Lean efforts to the administrative side of their business. Kurt Kobussen, Director of Business Improvement at Speaker, requested our help in facilitating a 3-day Process Improvement event aimed at reducing the overall cycle time of their Procurement, Receiving and Accounts Payable processes. Kurt and the management team wanted to cut the total cycle time for these three processes at least 50% by the end of the 3 days. A lofty goal, indeed!

Working together with Kurt, we decided we would use the following approach:

- 1) Define the current “IS” condition of the processes using a Functional Flow Charting technique to capture each process step, the value-added (processing) time, the total cycle time (processing plus non-value added or queue time), the amount of time controlled by the formal business system, and the distance that the process traveled throughout the facility during processing.



Quotes for the Quarter

"If you are not trying stuff, if you are not doing different things, your odds of being able to determine if something will work are zero! "

-Michael Stickler

"The best companies are always worried."

- Michael Porter

"There is nothing so useless as doing efficiently that which should not be done at all."

-Peter F. Drucker



Leaning up The Office! Cont.



*The Team at J.W. Speaker said...
"Oh, Yes We Can!"*

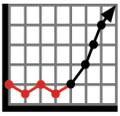
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- 2) Clearly understand the needs of the internal customer as they relate to the inputs and outputs of each of the processes.
- 3) Using the Speaker PDCA (Plan, Do, Check, Act) 8-step problem solving process, identify "IS" condition problems causing waste and/or variability in the current processes and eliminate or significantly reduce them.
- 4) Create a "SHOULD BE" condition Process Map incorporating the waste and variability elimination while streamlining as many of the remaining process steps as possible.
- 5) Create an Action Plan for the necessary process improvements with specific accountabilities and due dates. Make it happen.

The results of the 3-day Process Improvement efforts of the team at Speaker were terrific. They were:

<u>Metric</u>	<u>"IS"</u> <u>Condition</u>	<u>"SHOULD BE"</u> <u>Condition</u>	<u>% Improvement</u>
Total Net Process Time:	207.0 Minutes	123.4 Minutes	40.0%
Total Net Cycle Time:	10,457.0 Minutes	1,970.0 Minutes	81.0%
System Controlled Time:	335.0 Minutes	335.0 Minutes	0.0%
Travel Distance:	4,876.0 Feet	2,618.0 Feet	46.0%
No. of Process Steps:	59 Steps	53 Steps	5.0%

Three Action Plans were created with 26 actions identified to realize these improvements. Specific responsibilities and due dates for completion were assigned to each action. So, what's next for this Speaker Process Improvement team? "We're going after the next 50%!"



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We're on the web, check us out!

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Food For Thought

These are a couple of lessons and experiences learned through family, friends, and colleagues.

Lesson One

Always remember those who serve – In the days when an ice cream sundae cost much less a ten year old boy entered a hotel coffee shop and sat at a table. A waitress put a glass of water in front of him. “How much is an ice cream sundae?” he asked. “Fifty cents,” replied the waitress. The little boy pulled his hand out of his pocket and studied the coins in it. “Well, how much is a plain dish of ice cream?” he inquired. By now more people were waiting for a table and the waitress was growing impatient, “Thirty five cents, “ she brusquely replied. The little boy again counted his coins, “I’ll have the plain ice cream,” he said. The waitress brought the ice cream, put the bill on the table and walked away. The boy finished the ice cream, paid the cashier, and left.

When the waitress came back, she began to cry as she wiped down the table. There, placed neatly beside the empty dish were two nickels and five pennies. You see, he couldn’t have the sundae, because he had to have enough left to leave her a tip.

Lesson Two

Giving When It Counts – Many years ago, when I worked as a volunteer at a hospital, I got to know a little girl named Liz, who was suffering from a rare and serious disease. Her only chance of recovery appeared to be a blood transfusion from her 5-year-old brother, who had miraculously survived the same disease and had developed the antibodies needed to combat the illness.

The doctor explained the situation to her little brother, and asked the little boy if he would be willing to give his blood to his sister. I saw him hesitate for only a moment before taking a deep breath and saying, “Yes, I’ll do it, if it will save her.” As the transfusion progressed, he lay in bed next to his sister and smiled, as we all did, seeing the color returning to her cheeks. The little boy, his face grew pale and his smile faded. He looked up at the doctor and asked with a trembling voice, “Will I start to die right away?” Being young, the little boy had misunderstood the doctor; he thought he was going to have to give his sister all of his blood in order to save her. You see, after all, understanding and attitude are everything.

Cigar of the Quarter



The Partagas Black Magnifico is a full-bodied cigar that is well made and wrapped in a unique “Medio Tiempo” sun grown Havana seed leaf from the Connecticut River Valley. This is a very robust blend of Nicaraguan and Piloto Cubano ligeros. Flavors of earth, dark chocolate and dark roasted espresso will overwhelm your senses – this is not a cigar for the timid. This cigar goes very nicely with three fingers of 18 year old Macallan.

Brand:	Partagas Black Label	Style:	Magnifico
Origin:	Dominican Republic	Strength:	Full
Wrapper:	Connecticut	Length:	6 Inches
Binder:	Dominican Republic	Ring:	54
Filler:	Nicaragua and Dominican Republic		