

THERE'S SO MUCH MORE BEHIND A  DOOR

Special Micro Focus Process Improvement Team

“National Damage Control Project ”

“Quality Right First Time”

Presented by : Kevin McKay

August 2015



Contents of Presentation



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- ☐ Summary of Proposed Actions and expected outcomes

Other Issues we have found

- ☐ Parking Lot Issues

What have we learnt

- ☐ Key Learnings to date

Question Time

- ☐ Questions

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Step 1 & 2 : About the Team

- Team Members
- Mandate
- Team Rules & Consequences
- Attendance & Schedule



Team Members – Damage Control



Team Member Names:

(Left to Right Back): Tony Jamieson, Graham Dolbel, Glen Busby, Kevin McKay, John Langton, Geoff Brock

(Left to Right Front): Troy Langby, Adrian Thomas, Chris Jara

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Mandate



Reason for Selection: Need to reduce costs of the NCR damage claims by \$175k pa by F16

- Conduct analysis to identify the dominant Product to Customer Streams including all damage claims source points and potential points of occurrence (touch points)
- Develop an Ideal Product to Customer process supported by minimum quality standards and procedures including handling and storage
- Implement approved improvements to reduce the number of NCR claims by at least 25%, improve manufacturing capacities by at least 5%, and reduce current time spent on NCR claims without impacting negatively on any of the company's Goal Aligned Performance Measures;
- Complete within 12 weeks after kick-off

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Team Rules & Consequences

“Damage Control” Team Rules

- ☐ Promptness – be on time, advise team leader if unable to attend start and finish on time
- ☐ Interruptions – mobile phones on silent, call outside of room
- ☐ Behaviour – Be courteous treat people the way you would like to be treated
- ☐ Participation – all to contribute
- ☐ Allocation of Activities - tasks to be evenly distributed between team members
- ☐ Decisions - where ever practical by consensus of team
- ☐ Agendas – to be prepared before meeting and followed
- ☐ Report Sheets – to be keep updated

Note: Consequence Krispy Kreams Donuts (accumulate & must be brought to next face to face)

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Attendance



Team: DAMAGE CONTROL

Kick-off Date: 16 June 2015

Attendance	Week												
Team Members (4 – 8)	0	1	2	3	4	5	6	7	8	9	10	11	12
Kevin McKay	✓	x	✓	✓	✓	✓							
Troy Langby	✓	✓	✓	✓	✓	✓							
Tony Jamieson	✓	✓	✓	✓	✓	✓							
John Langton	✓	✓	x	✓	✓	✓							
Christian Jara	✓	✓	✓	✓	✓	✓							
Geoff Brock	✓	✓	✓	✓	✓	✓							
Glen Busby	✓	✓	✓	✓	✓	✓							
Graham Dolbel	✓	✓	✓	✓	✓	✓							
Adrian Thomas	✓	✓	✓	✓	✓	✓							
Vince Agostino	✓	✓	✓	✓	✓	✓							
Time of Meeting:	10.00 4.00	10.30 12.30	10.30 12.30	10.00 4.00	10.30 12.30	10.30 12.30	10.00 4.00	10.30 12.30	10.30 12.30	10.00 4.00	10.30 12.30	10.30 12.30	10.00 4.00
Date of Meeting:	16-17 June	24 June	1 July	8 July	15 July	22 July	29 July	5 Aug	12 Aug	19 Aug	26 Aug	2 Sept	9 Sept

✓ = Attended

x = Unnotified Absence

A = Notified Absence

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Schedule



Kick-off: 16&17 June 15 **Mid-way Presentation:** 13 August 2015 **Final Presentation:** 9 September 2015

Schedule	Week												
Task	0	1	2	3	4	5	6	7	8	9	10	11	12
0. Two-day kick-off workshop													
1. Confirm Mandate & Boundaries													
2. Form Team & Scope Activities													
3. Analyse Current Situation													
4. Develop a Vision of Ideal Performance													
5. Identify Possible Root Causes & Solutions													
5a. Prepare presentation and Present to Steering Committee													
5b. Briefing to all personnel involved													
6. Pilot Proposed Solutions, Refine & Implement Successful Solutions													
7. Evaluate Results & Measure Progress													
8. Hold Gains & Define Future Actions													
9. Communicate Results & Share Learning													
9a. Prepare presentation and Present to Steering Committee													

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Step 3 – What we found from our Analysis

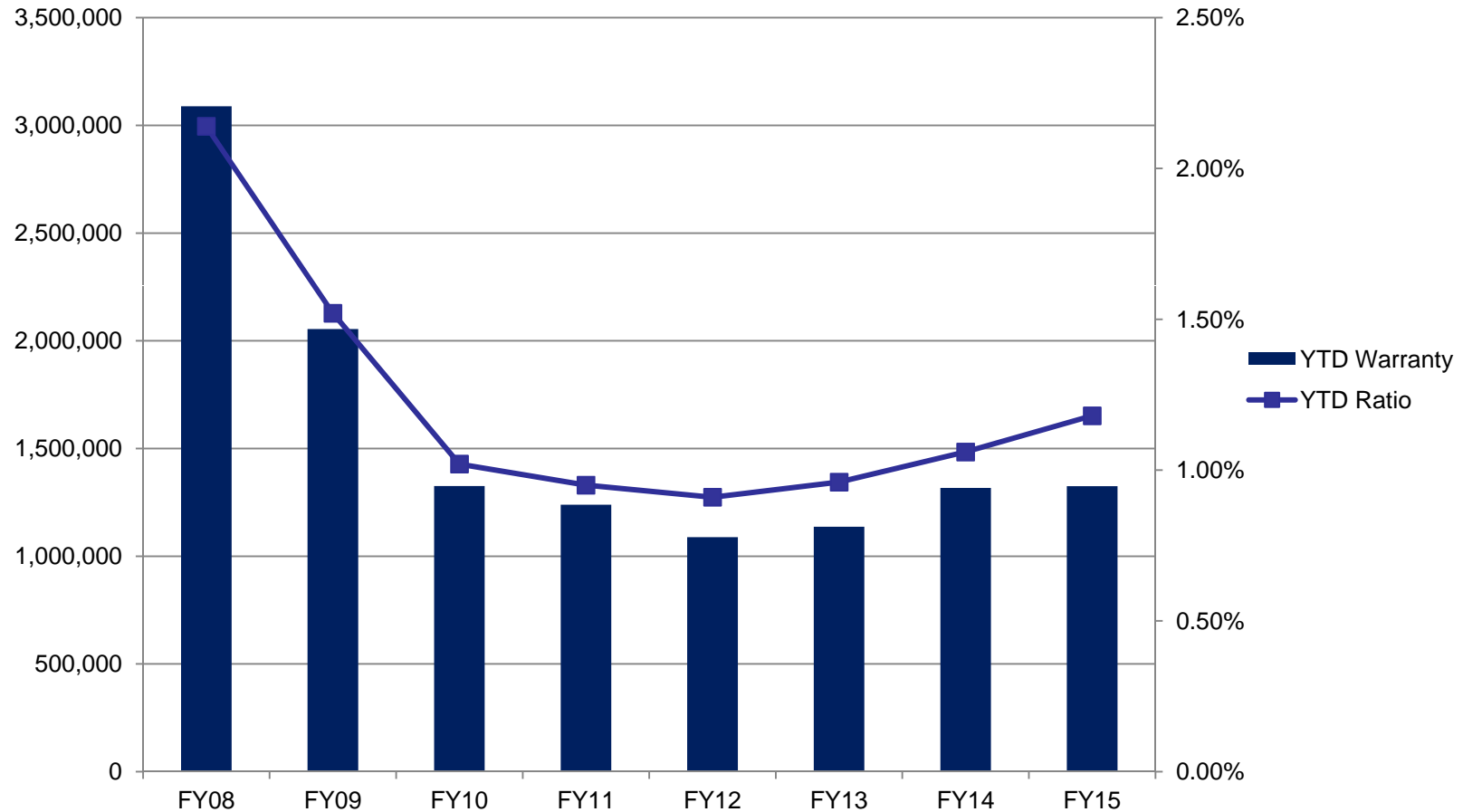
- Warranty History
- Product – Customer Streams Analysis
- Future Analysis
- High Level Maps – Door off Line to Customer
- Cause and Effect – Immediate actions
- Baseline Analysis
- Operations Knowledge Base Analysis
- Previous Improvement Analysis
- Process Flow Analysis



Our NCR Journey



Warranty History

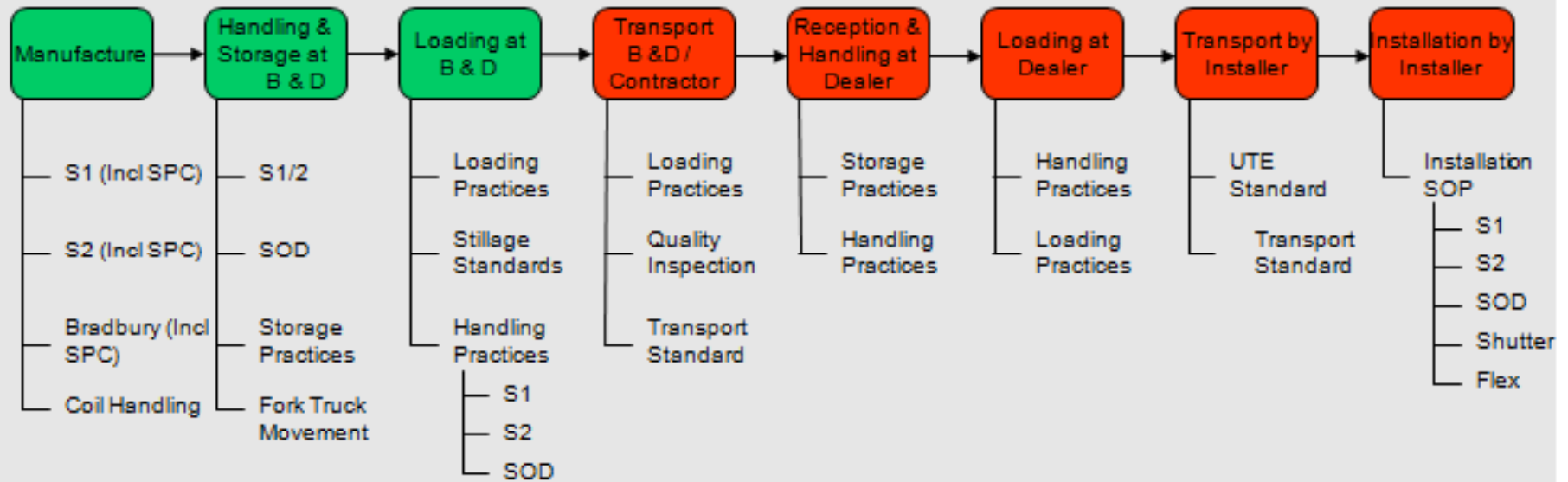


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Previous SOP Map

B & D Standard Operating Procedures - Overview



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Product – Customer Streams Analysis

Product	Customer
Series 1 NSW	B&D Transfer
Series 2 NSW	Local Delivery
Panel Door NSW (internal)	Country Delivery
Special Door (NSW)	Depot
Flexi Door (NSW)	Installer
Warehouse Pack Series 1 (NSW)	Container to TAS (VIC only)
Series 1 (QLD)	
Series 2 (QLD)	
Panel Door QLD (internal)	
Panel Door QLD (external)	
Warehouse Pack Series 1 (QLD)	
Series 1 (VIC)	
Series 2 (VIC)	
Warehouse Pack Series 1 (VIC)	

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Future Analysis



For the next 12 months we forecast / plan / expect:

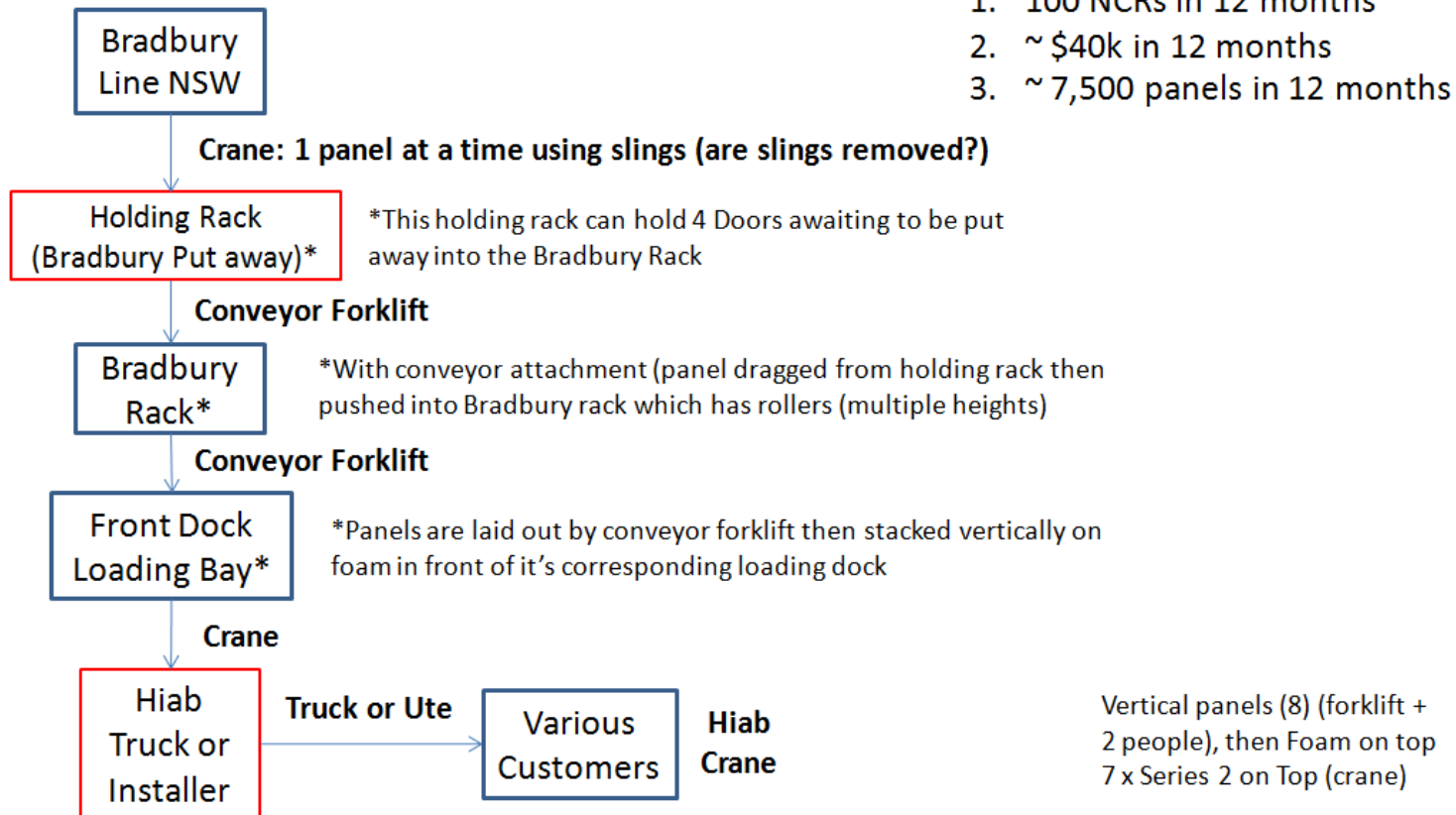
- ☐ ~ 20% Increase in volume of Sectional Doors going to Best Doors in QLD & VIC
- ☐ 3rd Party timber coat phased down
- ☐ 3 meter safety rule being introduced to QLD impact warehouse and despatch areas
- ☐ Truck – Trailer trials for Tasmania to eliminate Containers
- ☐ Nullarbor range into Knotwood (initially panels from Queensland)
- ☐ NSW to trial production of Nullarbor doors

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NSW High Level Maps – Door off Line to Customer

High Level Process Flow Chart – KPAN Metro/Country Deliveries



Stillage Types: B&D Full (8D) – loaded 2 high; B&D Half (4D) loaded 4 across; Chinese (4D)– loaded 4 across

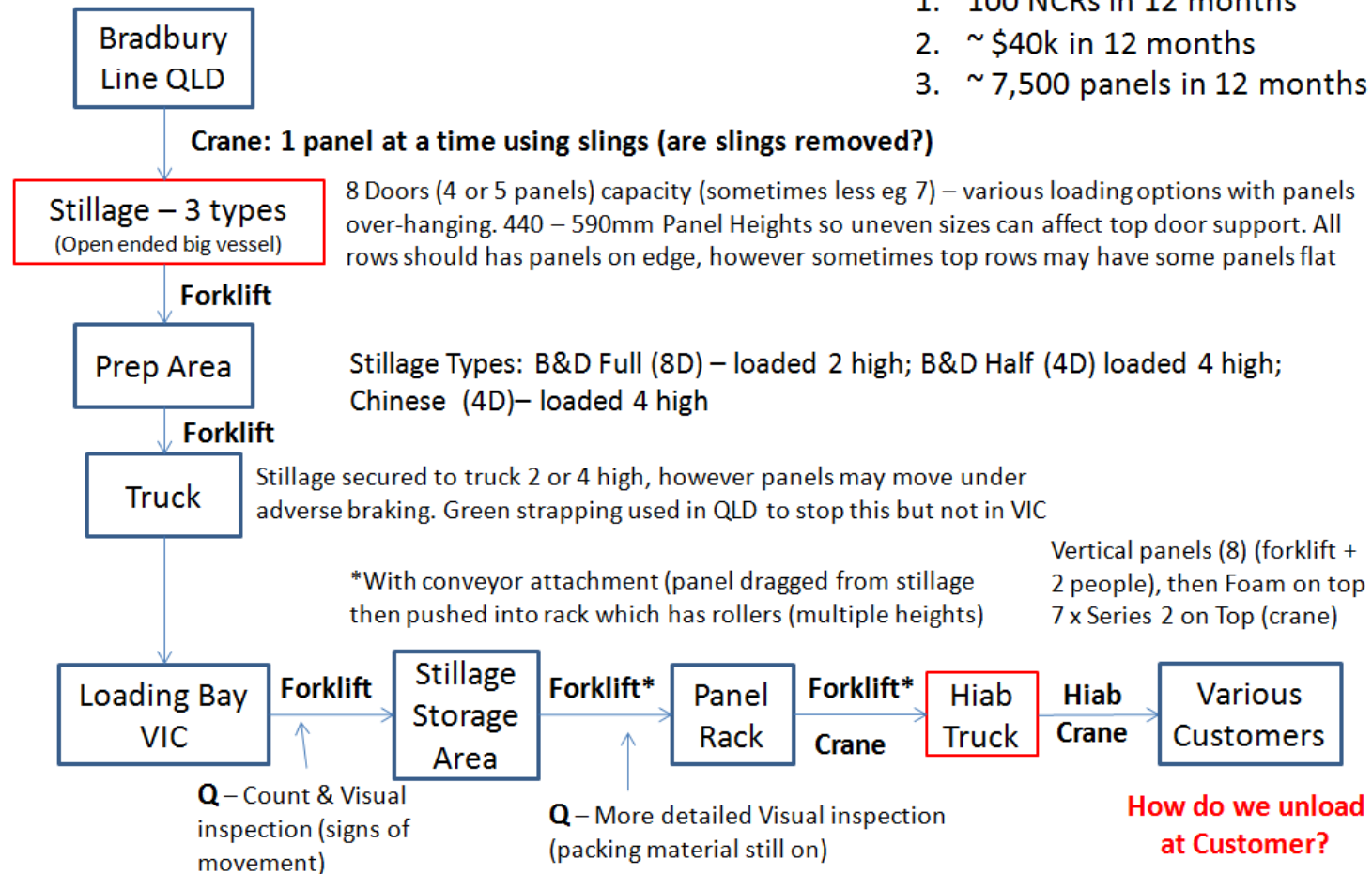
How do we unload at Customer?

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QLD High Level Maps – Door off Line to Customer

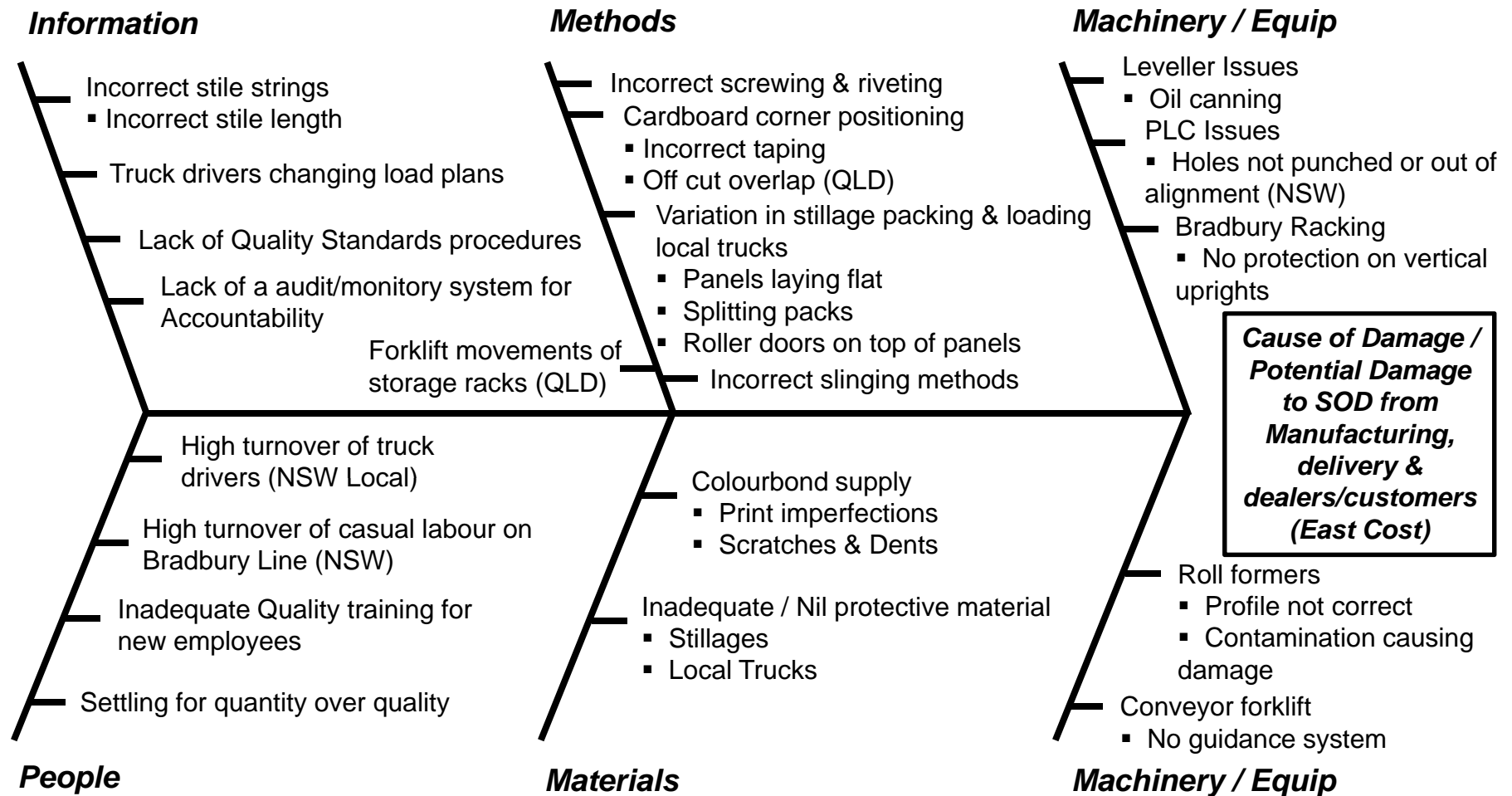
High Level Process Flow Chart – KPAN/KPAN_Q/KPAN_Q_T – VIC Metro Deliveries



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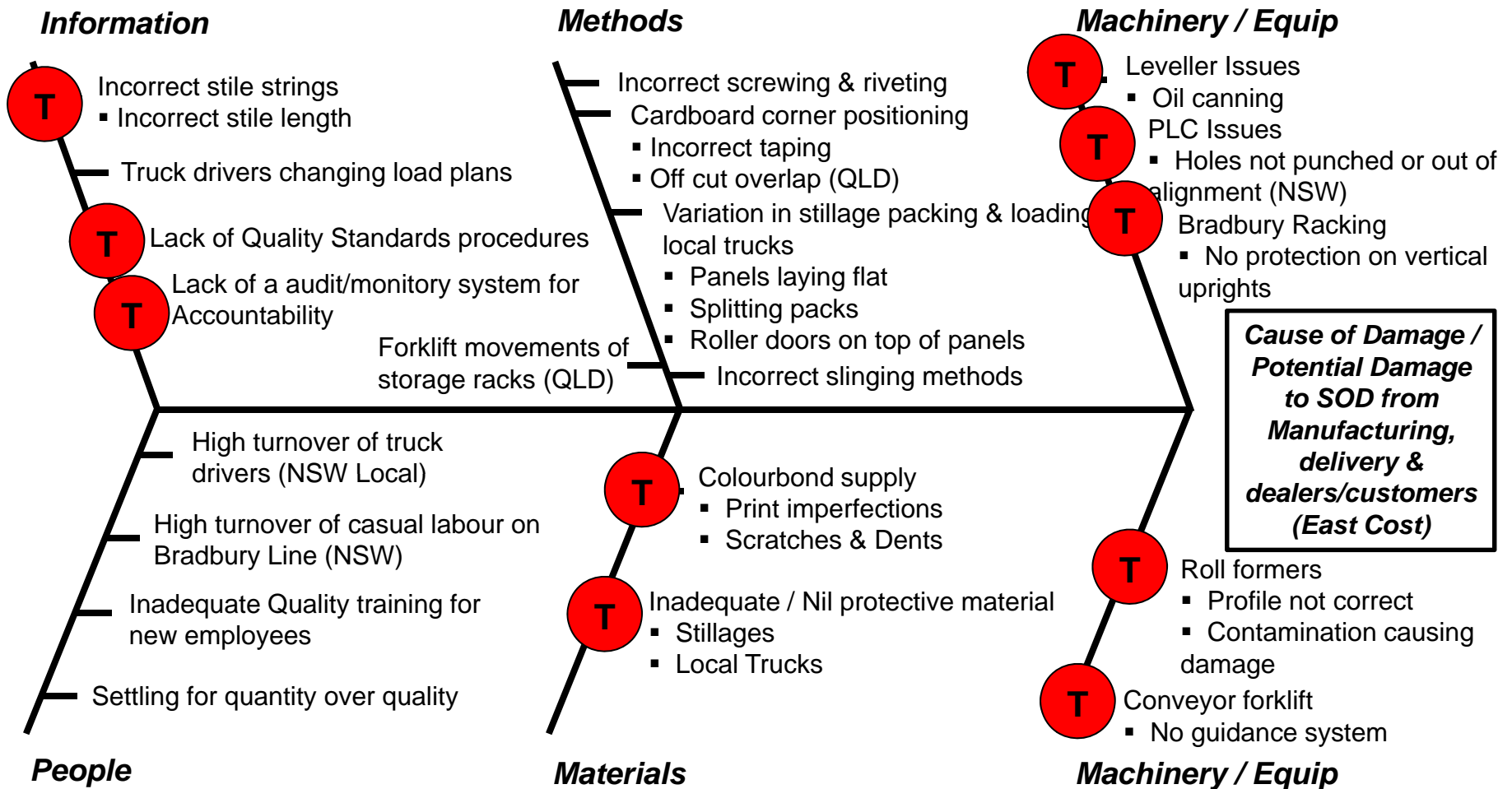
Cause and Effect



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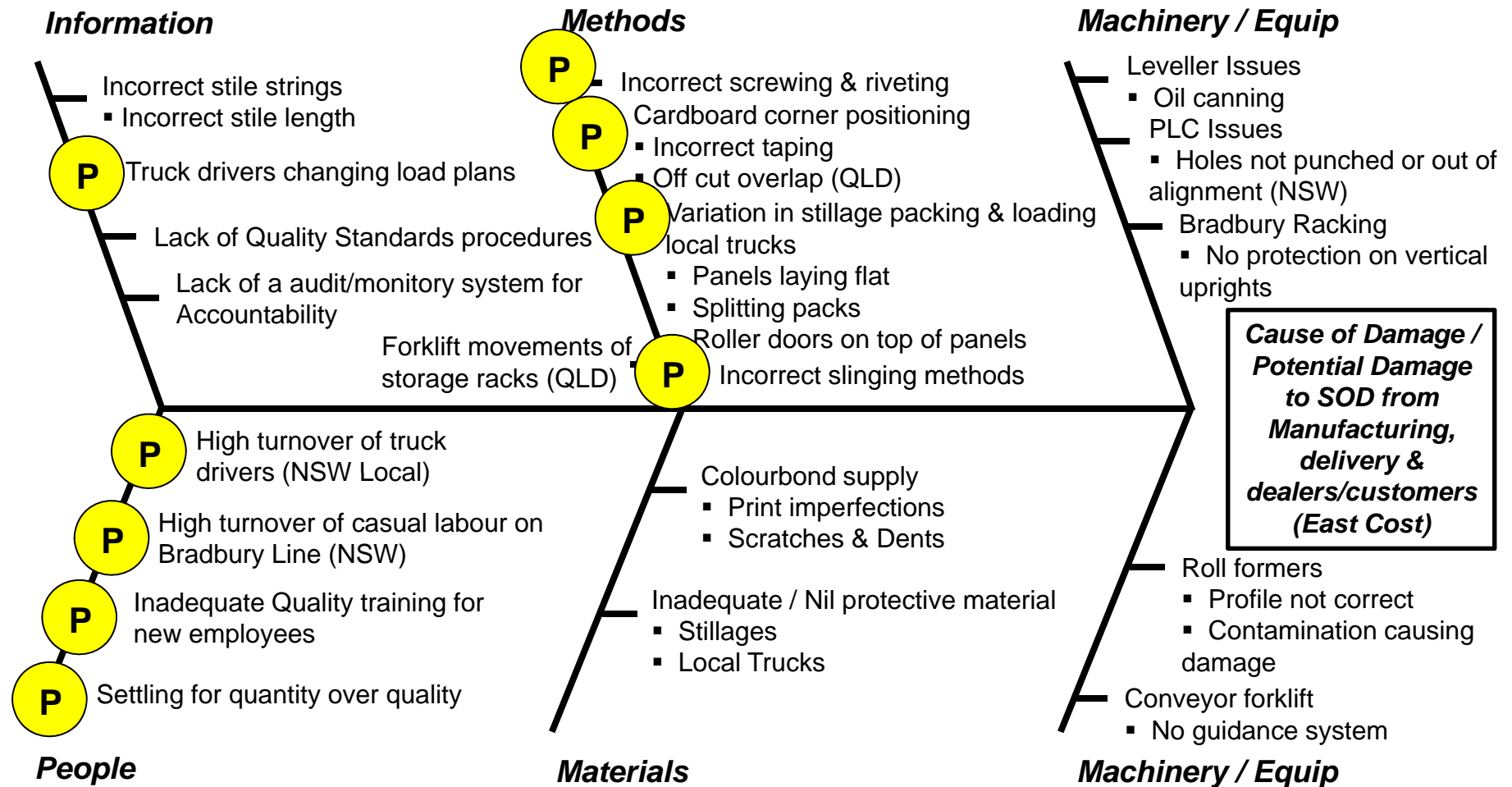
Cause and Effect (Technical Issues)



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Cause and Effect



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Immediate Action Items

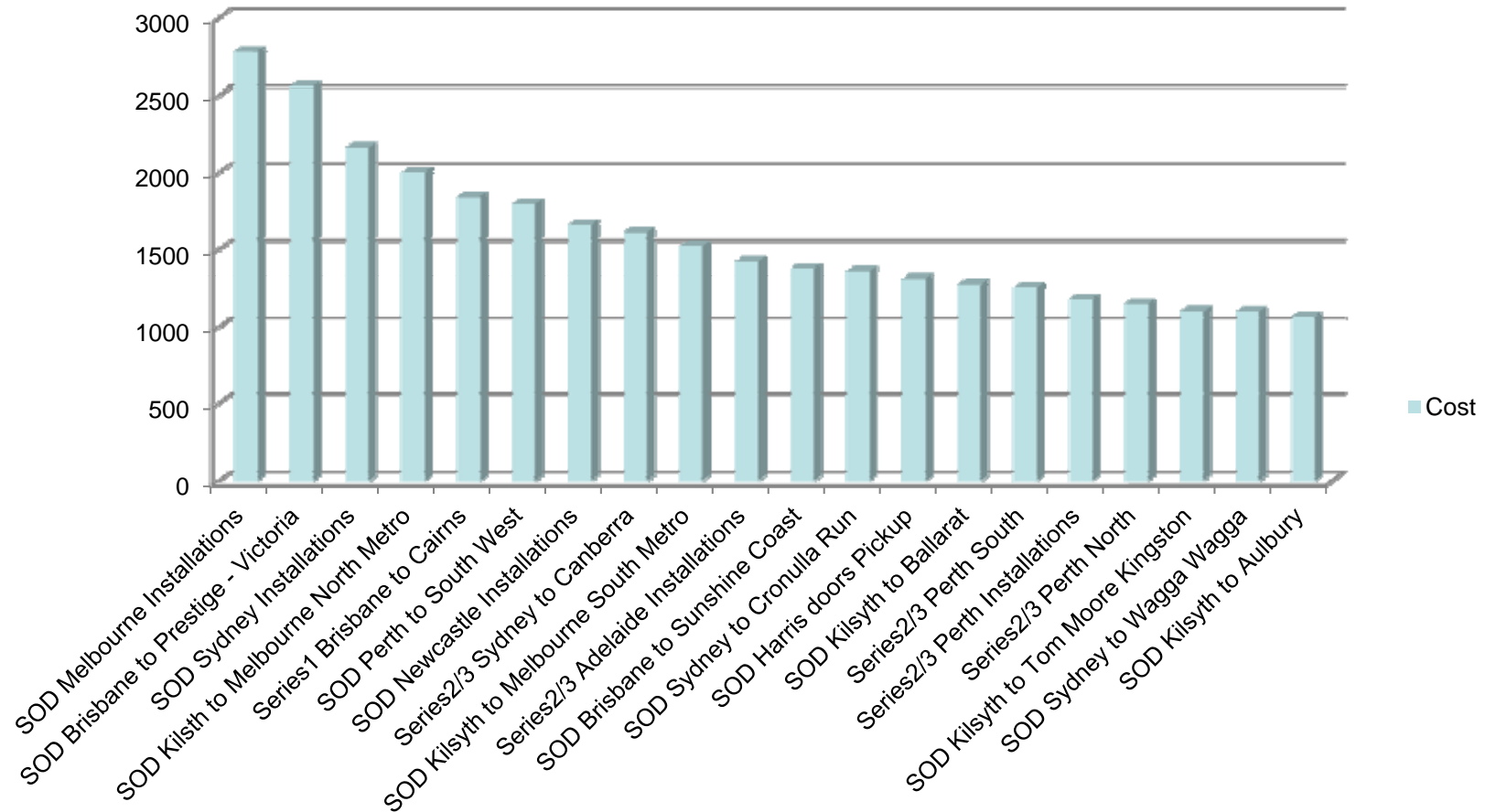
Cause	Immediate Action Items
Inadequate Protective Materials	<ul style="list-style-type: none"> • Air Cell Machine (I.B Machine) • Stillage packaging standards (Trial being conducted) • Local truck protective material standards • No overlapping of cardboard (QLD) • Standardising slinging of doors • Introducing Void filling • Introducing Air cell Lining of stillages
Stillage standard	Standard for loading doors into a stillage
Stillage & Truck loading standards	No splitting of packs
Truck Driver Responsibilities	Photo / Video of delivery (By truck Driver)
Lack of Quality Standards and procedures	QAC Proposal
NSW Bradbury Issues	Fix Program & Machine Issues
NSW & QLD Bradbury Manning	To be reviewed
Truck Loading Methodology	Loading Standards & protocols
Covering of loads	Tarps to be used for all local trucks
NSW local Installers	Review Ute Standard / Handling Standards

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Baseline Analysis – National Damage by Product / Route

Damage by Product & Route (Top 20)

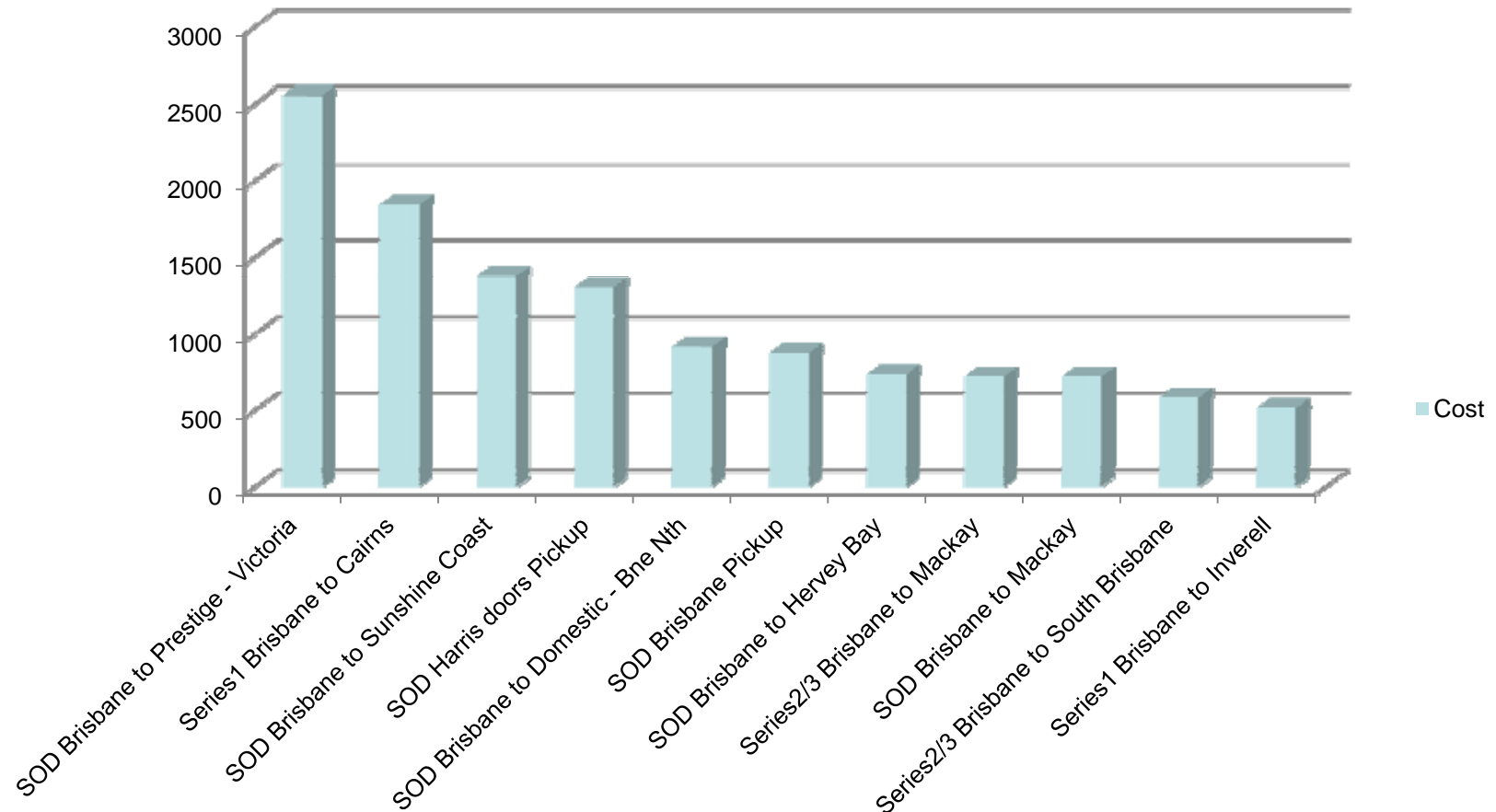


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Baseline Analysis - QLD Damage by Product / Route

QLD Damage by Product & Route

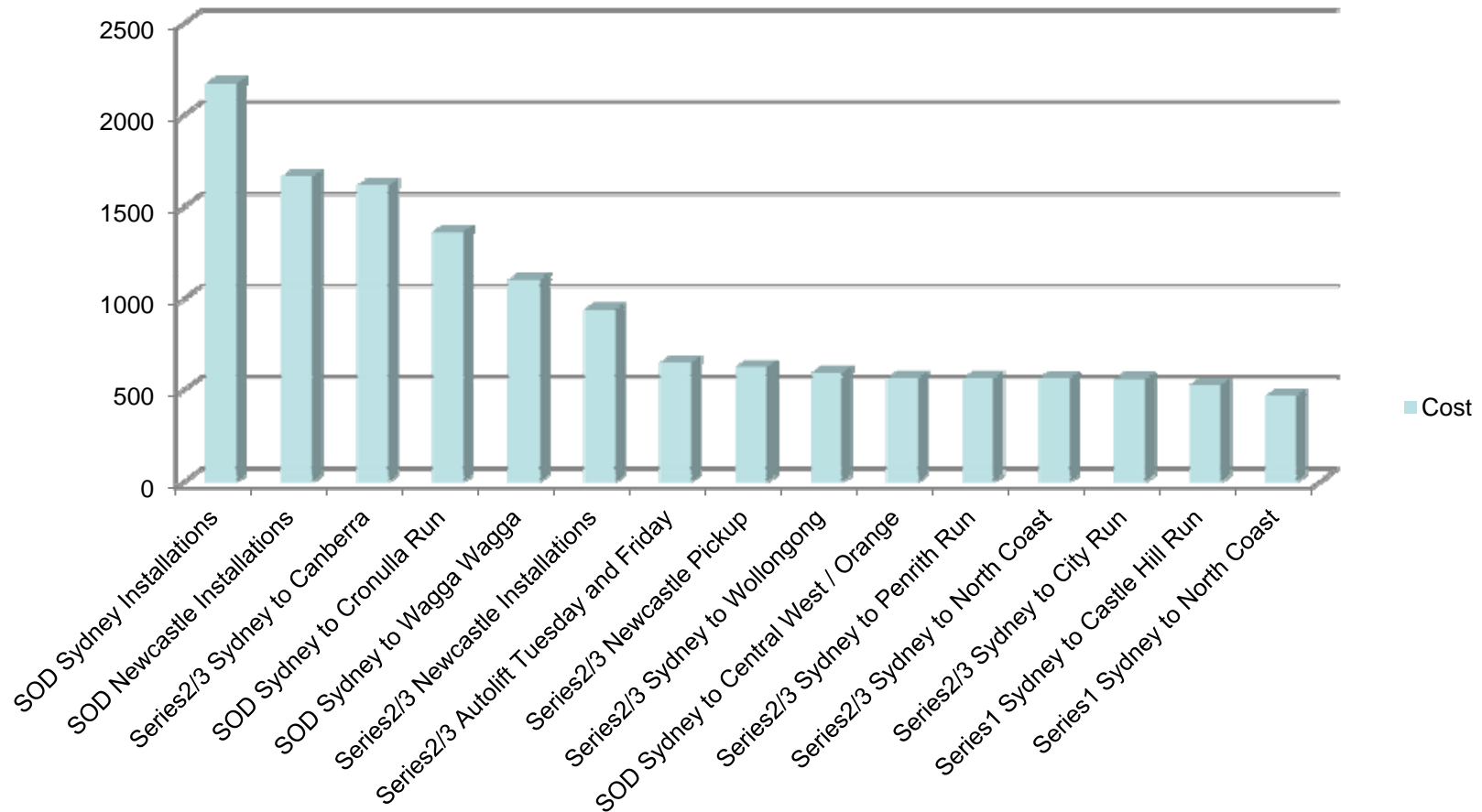


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Baseline Analysis – NSW Damage by Product / Route

NSW Damage by Product & Route

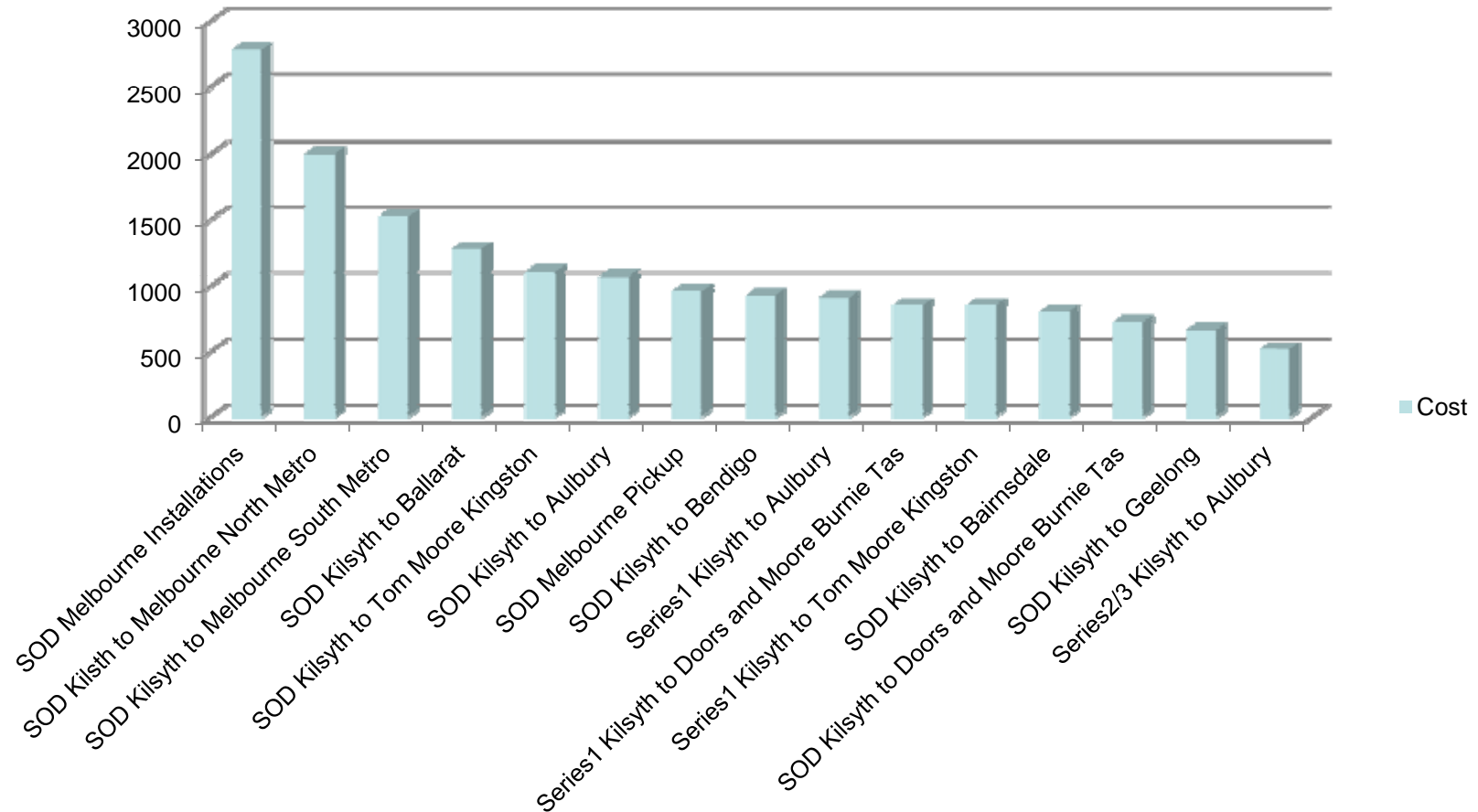


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Baseline Analysis – VIC Damage by Product / Route

VIC Damage by Product & Route



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Baseline Analysis – MTD/YTD Warranty Ratios Jun-15

SAP GL & BW Reporting

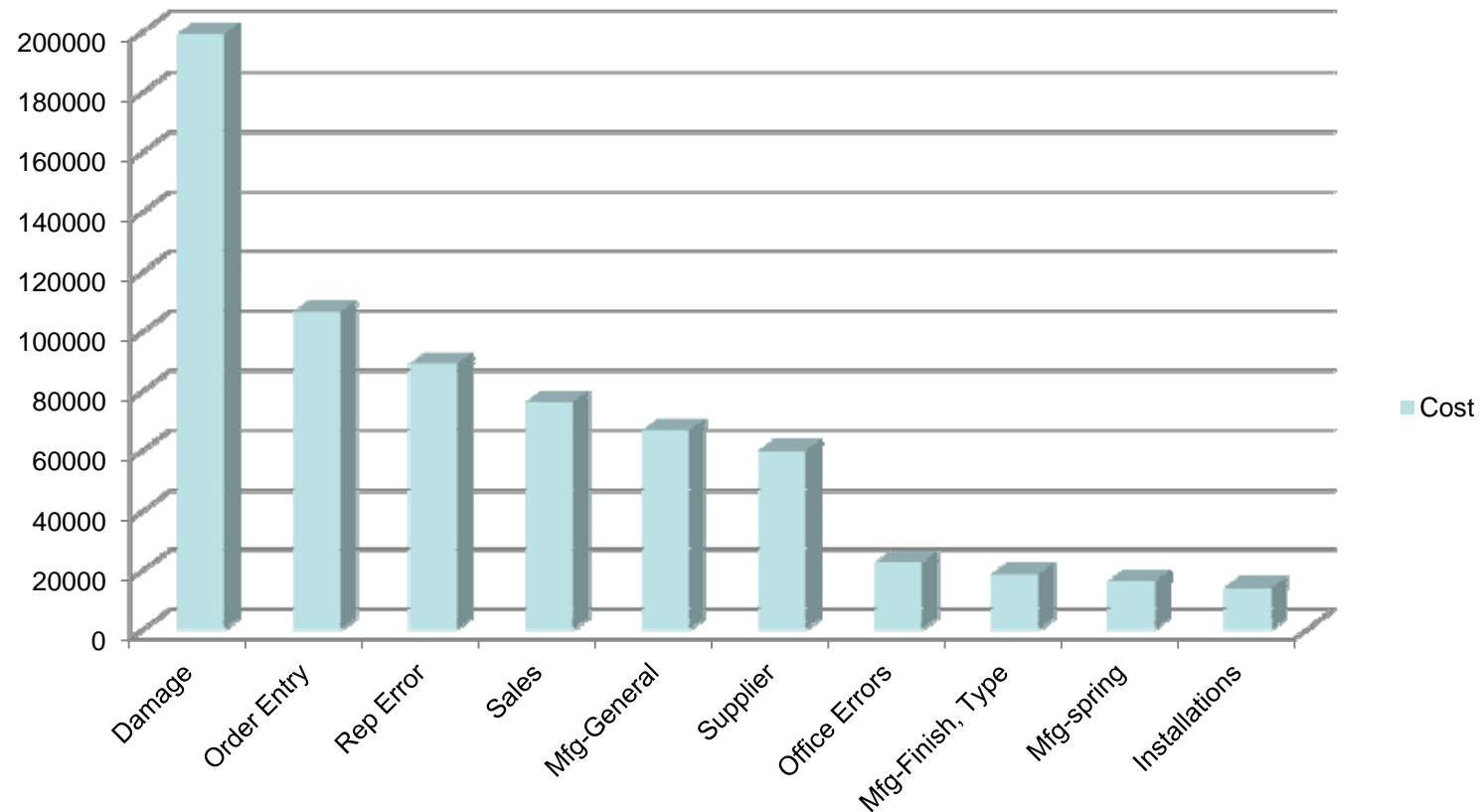
State	MTD Warranty	YTD Warranty	MTD Sales	YTD Sales	MTD Ratio	YTD Ratio
NSW	19,575	259,404.50	1,041,077	20,593,320	1.88%	1.26%
QLD	7,455	226,887.67	814,653	16,836,685	0.92%	1.35%
VIC	4,499	217,302.37	989,301	18,687,748	0.45%	1.16%
SA	12,463	96,478.38	478,556	9,108,361	2.60%	1.06%
WA	3,044	83,751.14	439,409	8,424,945	0.69%	0.99%
HARRIS	-	3,337.14	68,978	1,274,785	0.00%	0.26%
HO	2,578	7,574.09	-	-	-	-
B&D Aust	49,615	894,735	3,831,974	74,925,844	1.29%	1.19%

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Baseline Analysis – FOC NCR by Root Cause

FOC Root Cause

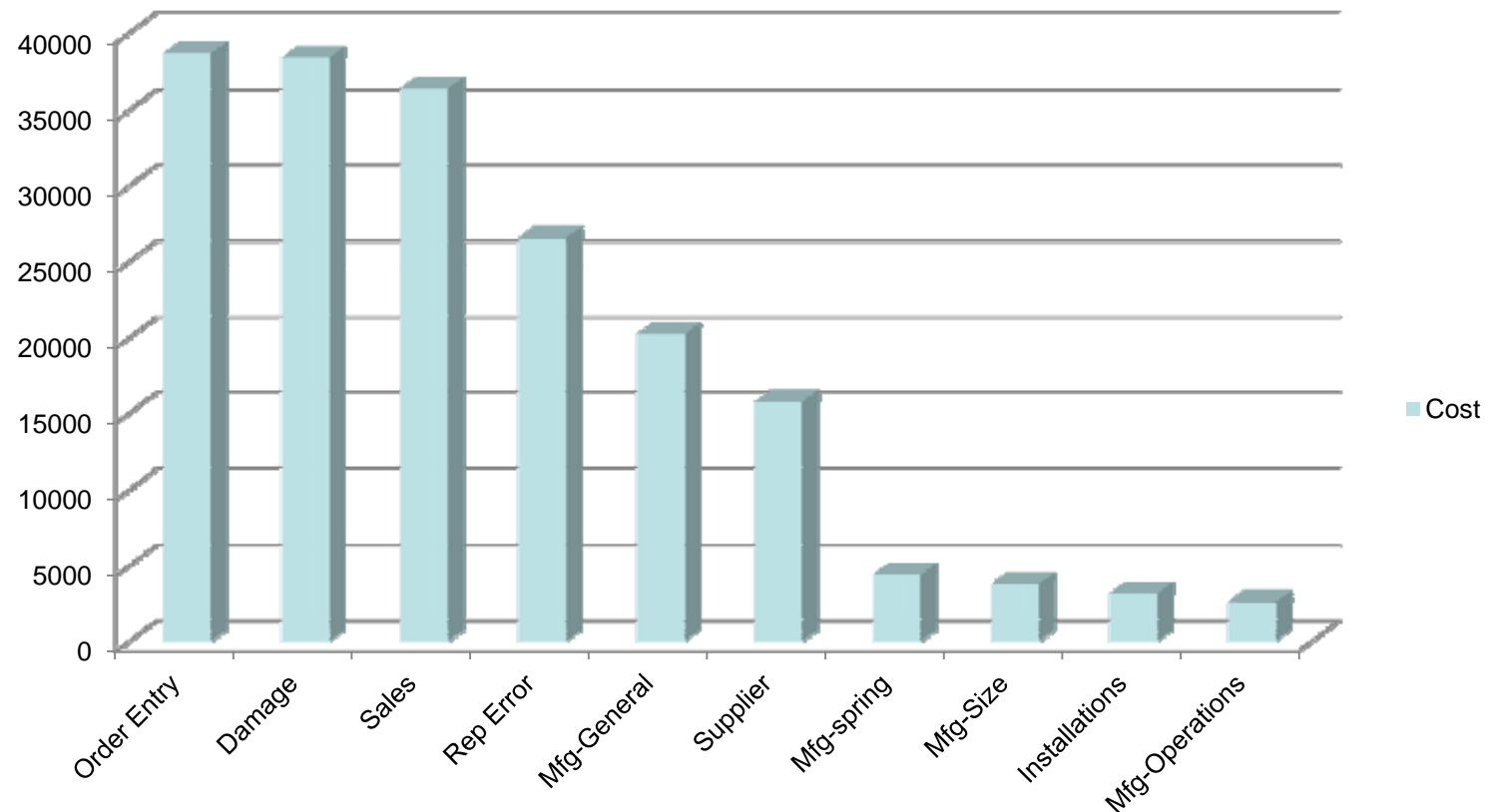


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Baseline Analysis – QLD Root Cause

QLD Root Cause

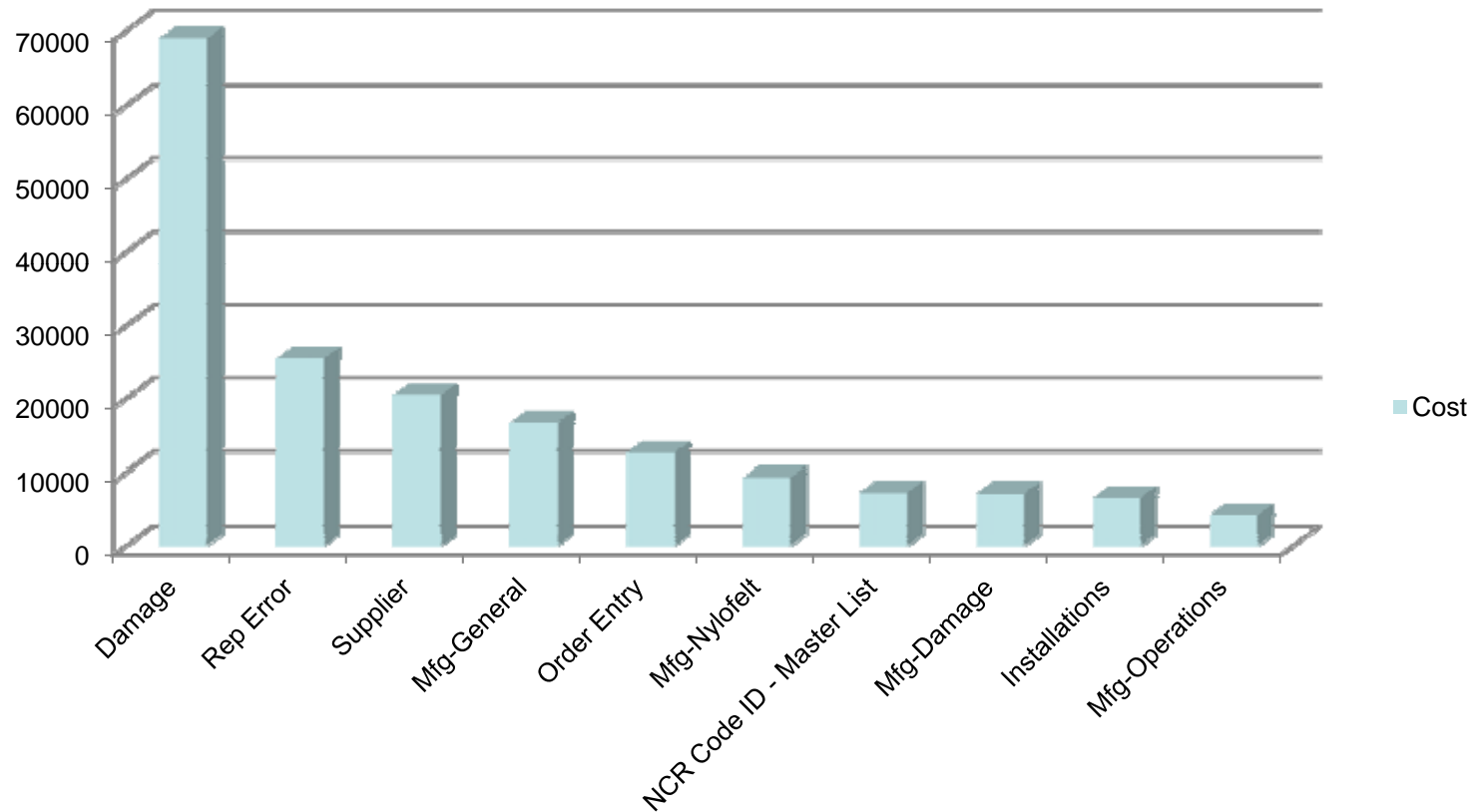


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Baseline Analysis – NSW Root Cause

NSW Root Cause

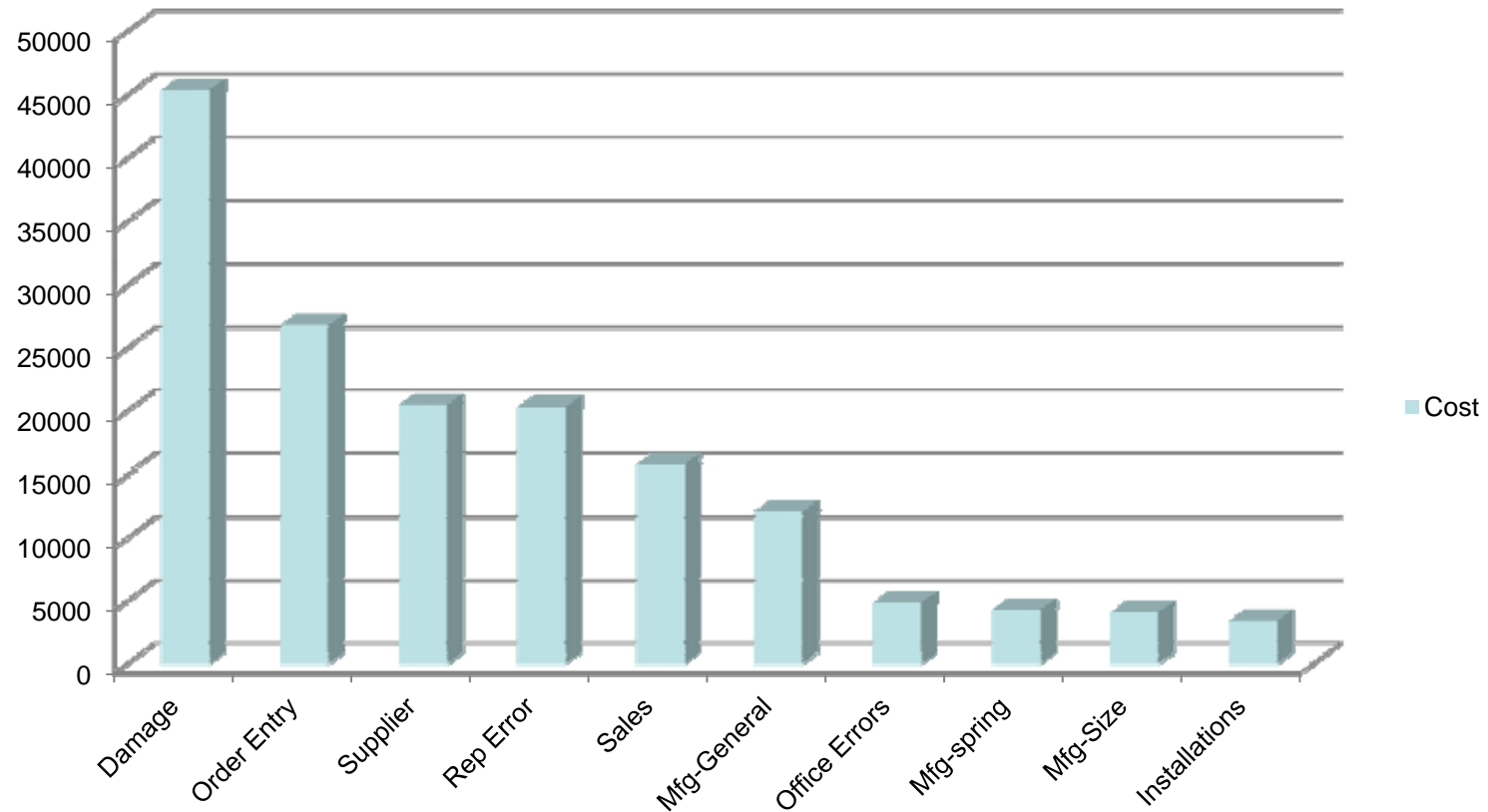


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Baseline Analysis – VIC Root Cause

VIC Root Cause

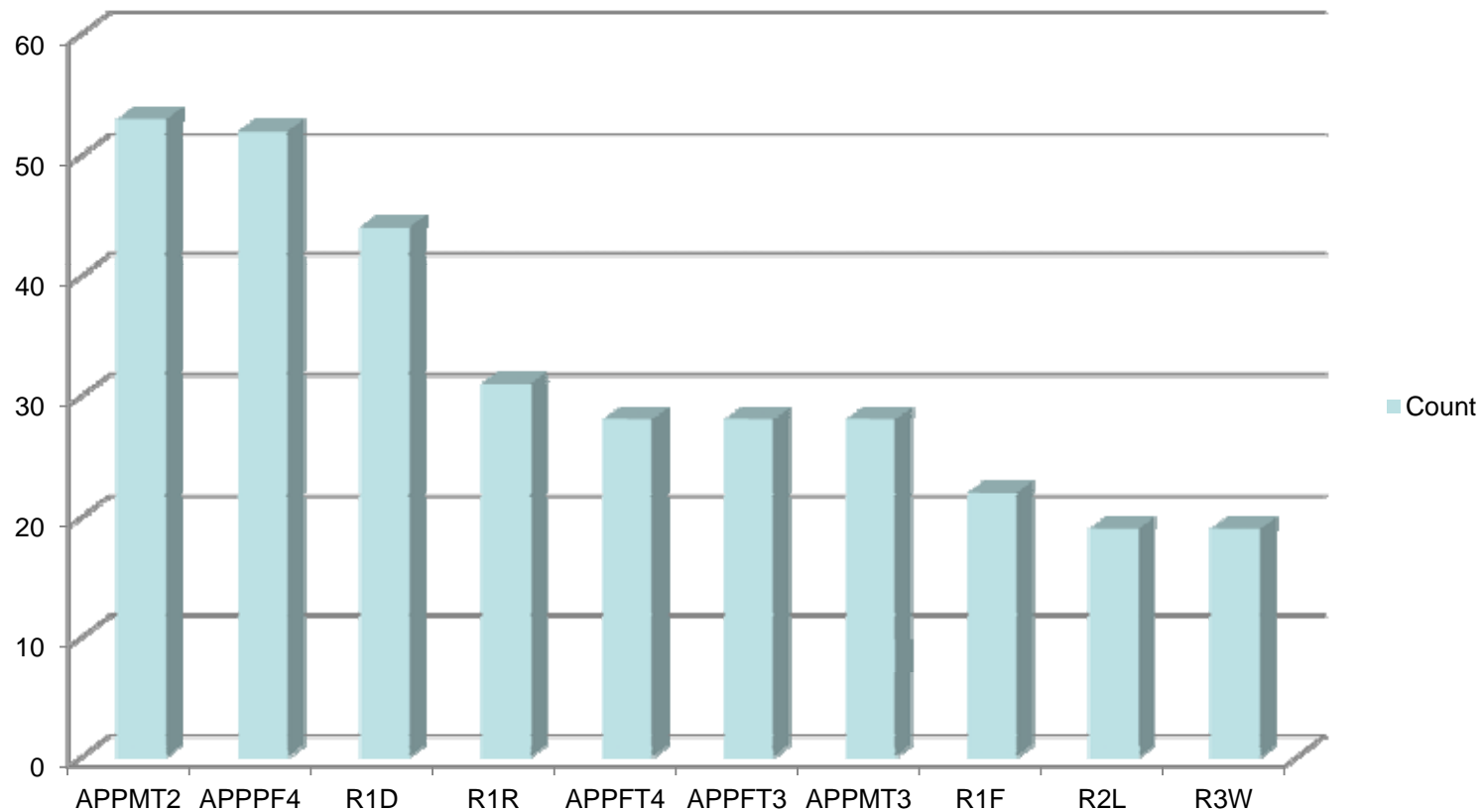


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Baseline Analysis – Damage by Door Model



Damage by Material

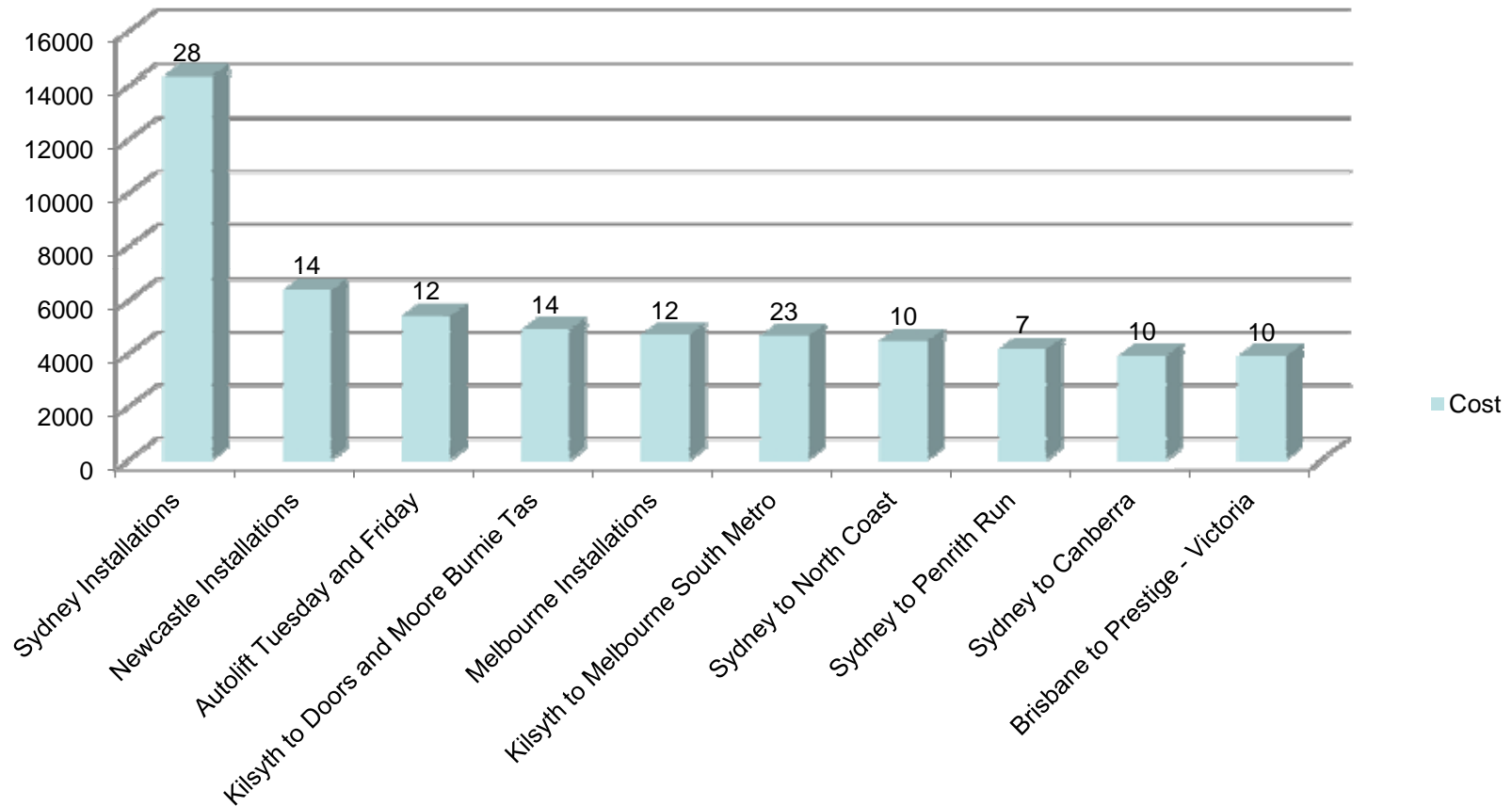


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Baseline Analysis – Damage by Route (01.01.15 – 24.01.15)

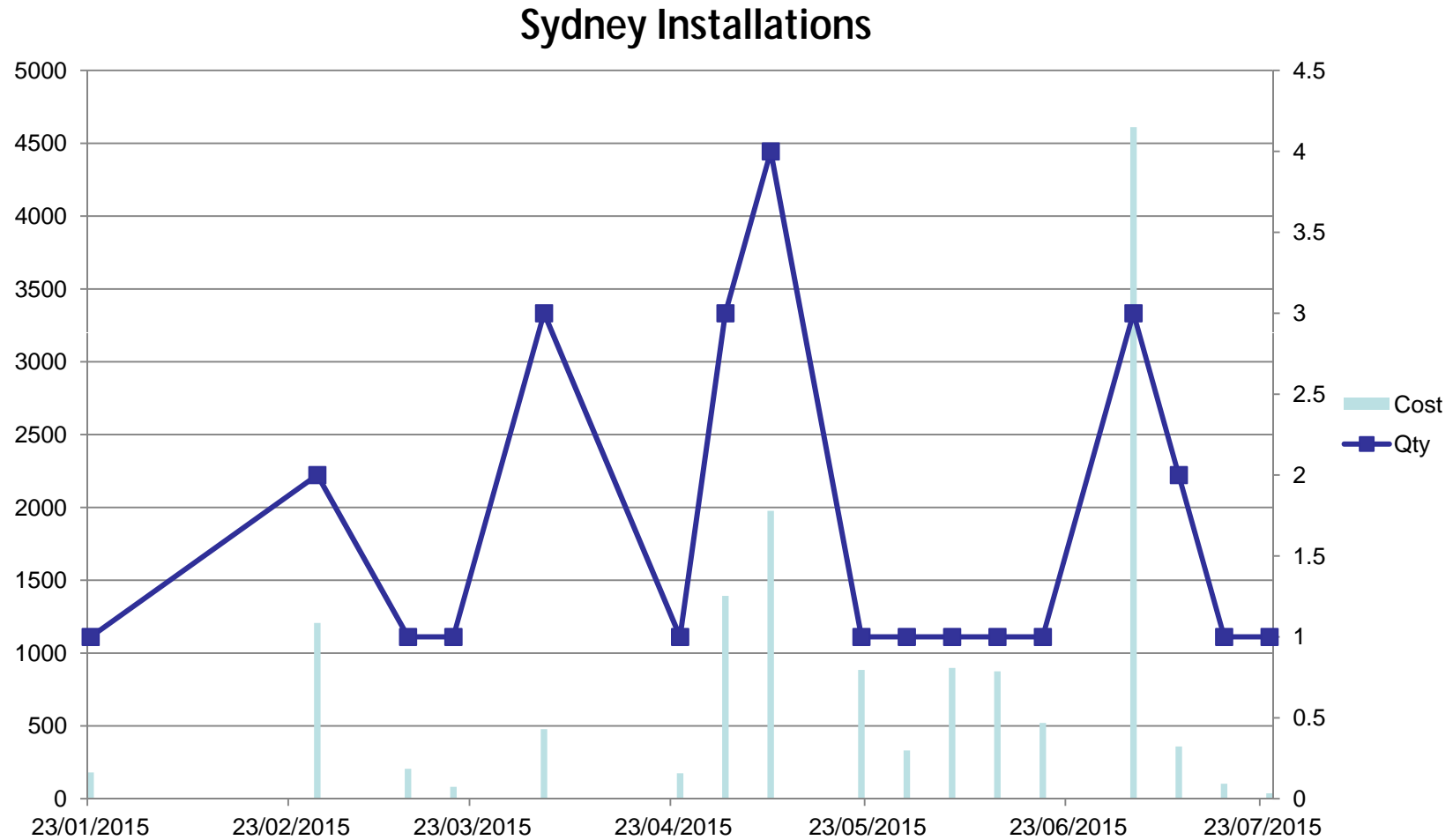
Damage by Route – Top 10



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Baseline Analysis – Sydney Installations weekly damage



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Operations Knowledge Base Analysis - NSW



Work Station: Panel Packaging Station

Date: 17 June 2015

Area of Focus	What are we reviewing?	What did we find?	What does this mean?
Materials Specifications (Input) <i>Q: How do we know you are using quality input materials?</i>	Easy to find	Found new operator (casual) who didn't know and referred to other operator. No standards, just accept what we are given and just assembly Training is done by the buddy system (no documentation)	2 opportunities to check quality on line: After <u>Badbury Press</u> (flat panel) Panel Assembly. Suggest introduce quality checks on line Establish standards for all inputs to packaging area
	Easy to understand		
	Up to date		
	Being followed		
Standard Operating Procedures (SOPs) <i>Q: How do you know how to produce the output correctly?</i>	Easy to find	No SOP for packaging identified or operators could refer to.	Suggest establish SOP for Packaging of Panels
	Easy to understand		
	Up to date		
	Being followed		
Product Specifications (Output) <i>Q: How do you know you have produced quality output?</i>	Easy to find	No documented standard Concern by experienced operator (21 yrs) that the cardboard corners are not being applied correctly by auto packing machine. Focus in numbers / output not quality	Suggest establish Output Standards that are applied at all B&D Panel Lines
	Easy to understand		
	Up to date		
	Being followed		

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Operations Knowledge Base Analysis - NSW



Work Station: Panel Stillage Loading

Date: 17 June 2015

Area of Focus	What are we reviewing?	What did we find?	What does this mean?
Materials Specifications (Input) <i>Q: How do we know you are using quality input materials?</i>	Easy to find	No Documented Standards	No Standard for the condition of the Stillage especially regarding protection eg lining, padding etc Suggest a standard be established for each Stillage and protection methods eg lining, padding etc
	Easy to understand		
	Up to date		
	Being followed		
Standard Operating Procedures (SOPs) <i>Q: How do you know how to produce the output correctly?</i>	Easy to find	Yes - displayed	Existing standard does not address all issues that could lead to damage eg Vertical or horizontal loading. Suggest a B&D SOP be established for all sites to follow
	Easy to understand	Yes in English	
	Up to date	Dated 20 Oct 2010	
	Being followed	Yes, however appears very broad in nature, open to many interpretations regarding stopping damage	
Product Specifications (Output) <i>Q: How do you know you have produced quality output?</i>	Easy to find	No Documented standard. Observed a lot of variation in loading.	Suggest B&D Visual standard be established for use by all sites
	Easy to understand		
	Up to date		
	Being followed		

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NSW – Previous Improvement Analysis



☐ Air Pad Machine

- ☐ We use to rent a Air Pad Machine from Australian Warehouse Solutions which was discontinued back in 2012 for unknown reasons
- ☐ This product was used to fill the void in between stillages and stop doors moving around on loads (manly Series 1, 2 & 3 doors)
- ☐ The rental price per month was \$850, total price per year \$10,200 (not including the plastic film)



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NSW – Previous Improvement Analysis



❑ Thermotech Protection

- ❑ This product used on all of our stillages to protect doors which are loaded up against the ends of the stillage.
- ❑ We no longer get this product any more, not sure why but it was critical item to stop doors rubbing on our interstate loads.



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NSW – Previous Improvement Analysis



☐ **Foam Protection**

- ☐ This product use to line the bed of our stillages and was used between our Series 1, 2 & 3 doors for added protection
- ☐ Supplied by Dunlop foam, who no longer make this product any more. Dunlop used to have off cuts when they made a certain type of mattress, which we used to buy the off cuts for \$3.47 per KG. Annual cost was around \$6000 p.a
- ☐ Our last order was on 02/07/13



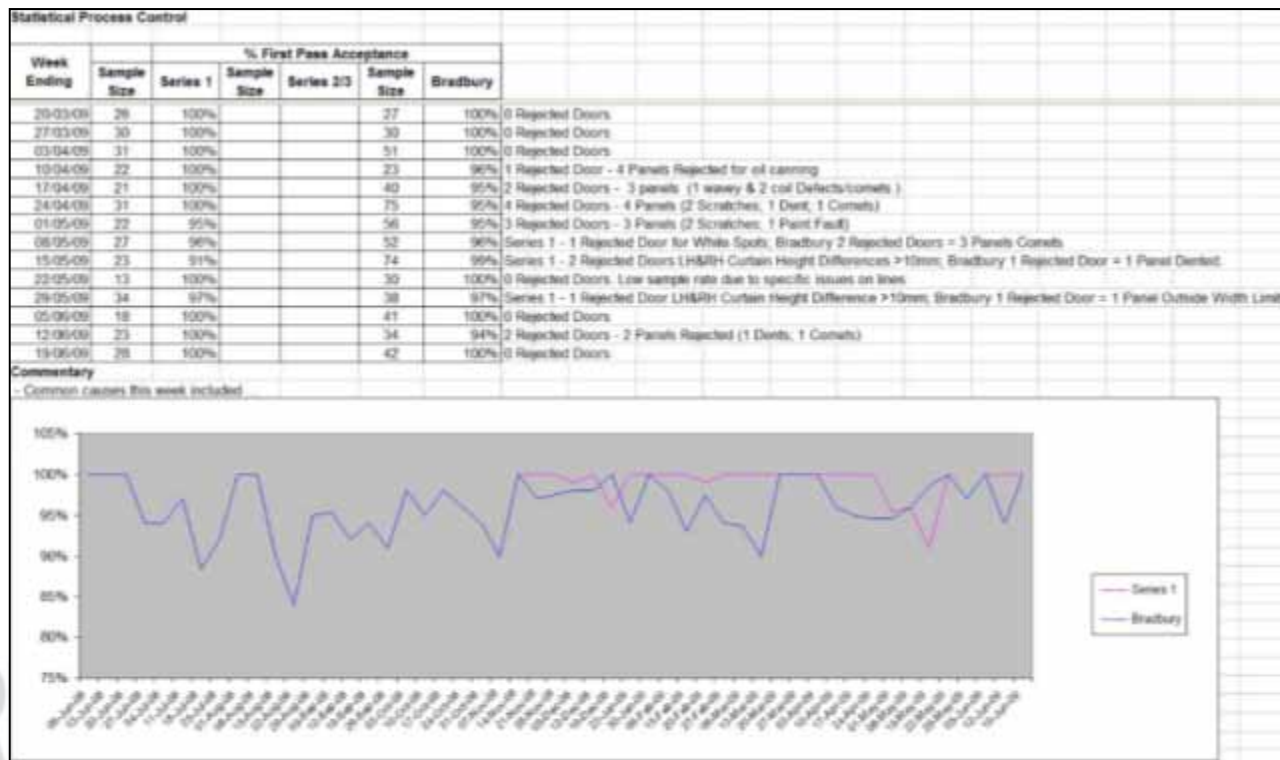
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Statistical Process Control (SPC)

What is Statistical Process Control (SPC)

Statistical process control (SPC) is a method of quality control which uses statistical methods. SPC is applied in order to monitor and control a process. Monitoring and controlling the process ensures that it operates at its full potential. At its full potential, the process can make as much conforming product as possible with a minimum (if not an elimination) of waste (rework or scrap). SPC can be applied to any process where the "conforming product" (product meeting specifications) output can be measured. Key tools used in SPC include control charts; a focus on continuous improvement; and the design of experiments





Current SPC Process



SPC Implemented 2008/9:

- QLD
 - S1
 - SOD
- NSW
 - S1
 - S2
 - SOD
- VIC
 - S1
 - S2
- WA
 - S1
 - S2

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Current SPC Process – Bradbury

Bradbury SPC Checks (Press)

Sampling Frequency every colour/pattern change or every 15 mins

- Dents
- Scratches
- Paint Imperfections
- Plastic Lines
- Half smooth / Half wood grain
- Comments

Bradbury SPC Checks (Decoiler)

Sampling Frequency every colour/pattern change or every 15 mins

- Coil Colour
- Dents
- Scratches
- Paint Imperfections
- Comments

Bradbury SPC Checks (Accumulator/Assembly)

Sampling Frequency every colour/pattern change for 15 door cycle

- Order No.
- Dimension (height/width)
- Embossment (half smooth/half wood grain)
- Hinge Hole Alignment
- Dents/Scratches
- Oil Canning
- Hems
- Overall Door Quality
- Comments
- Operators Initials

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Process Flow Analysis

Step/Stage	What Can Go Wrong/ Issues	Recommendations/ Possible Action
Forming The Sectional Overhead Door (Bradbury Lines)	<ul style="list-style-type: none"> • Roll-form profile not correct • Oil canning • Scratches/rub marks • Dimensions incorrect • Holes not matching up • Inconsistent hem • Contamination/dirt through Roll-former 	<ul style="list-style-type: none"> • Current Statistical Process Control (SPC) are outdated and no procedures exist on how to perform the checks <ul style="list-style-type: none"> ➢ Need to develop criteria and procedures for important quality assurance checks ➢ Resource to create/update system ➢ Clear expectations for frontline leaders – understand capability gap; does structure support their development.
Assembling and Packing The Sectional Overhead Door	<ul style="list-style-type: none"> • Not all holes are punched • Incorrect gluing • Screws/rivets not applied correctly • Stile lengths incorrect • Panels not flush when wrapped • Incorrect plastic wrap tension • Incorrect positioning of cardboard corners 	<ul style="list-style-type: none"> • Same as above
Storage after Manufacture -Racking	<ul style="list-style-type: none"> • NSW & VIC racking has no side support lining the individual storage bays <ul style="list-style-type: none"> ➢ Doors could be damaged by vertical uprights ➢ Also more chance of propeller twisting of the door packs • No guidance system for forklift 	<ul style="list-style-type: none"> • Line racking at Revesby & Kilsyth to the same standards as Clontarf (solid sides) Revesby has welded racking – needs safety upgrade(photo) • Positioning sensor on forklift to help with put-away(camera was trialed in Clontarf-may be cheaper option). Experience of forklift may be a factor. Graham to trial positioning sensor.
Storage after Manufacturer -B&D Stillage	<ul style="list-style-type: none"> • Variations in how doors are slinged & moved from end of production line and into stillages (single /double /so sling??) • Size of sling when slinging 5 panel doors 	<ul style="list-style-type: none"> • Review current procedures at each site • Document potential problems with current practices • Develop ideal procedure and standards
Storage after Manufacture -QLD frames for local loads	<ul style="list-style-type: none"> • No thermotec on uprights • No foam on divider bars • Risk of damage during forklift movements • Floor of frame only covered by rubber strips 	<ul style="list-style-type: none"> • Line uprights and divider bars with thermotec • Combilift forklift—cape already submitted • Trial corflute (6mm) as lining for the floor on the frames

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Step 4 – Our Improvement Plan

- Potential Problems and Solutions
- Improvement Sheets including cost/benefits
- Summary of Proposed Actions and expected outcomes





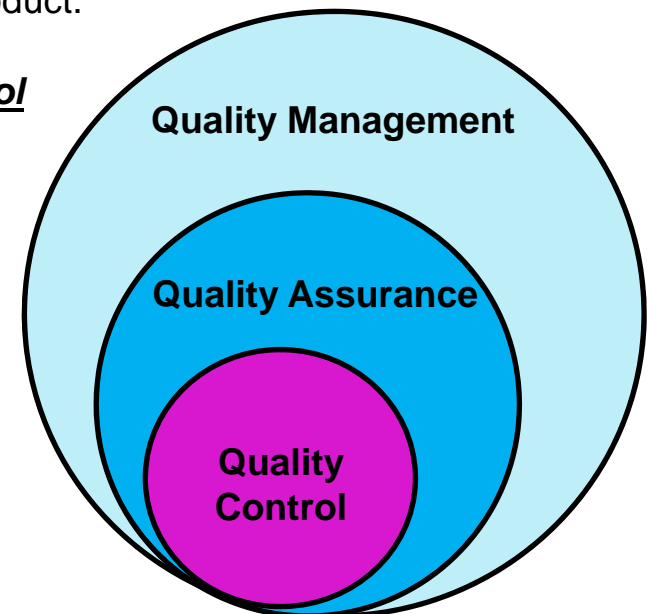
Changing SPC to QAC

What is Quality Assurance Control (QAC)

In developing products and services, quality assurance is any systematic process of checking to see whether a product or service being developed is meeting specified requirements. Many companies have a separate department devoted to quality assurance but for B&D we want to incorporate this as apart normal day to day duties carried out by operators on our production lines. A quality assurance control system is said to increase customer confidence and a company's credibility, to improve work processes and efficiency, and to enable a company to better compete with others. Today's quality assurance systems emphasise catching defects before they get into the final product.

Quality Assurance + Quality Control = Quality Assurance Control

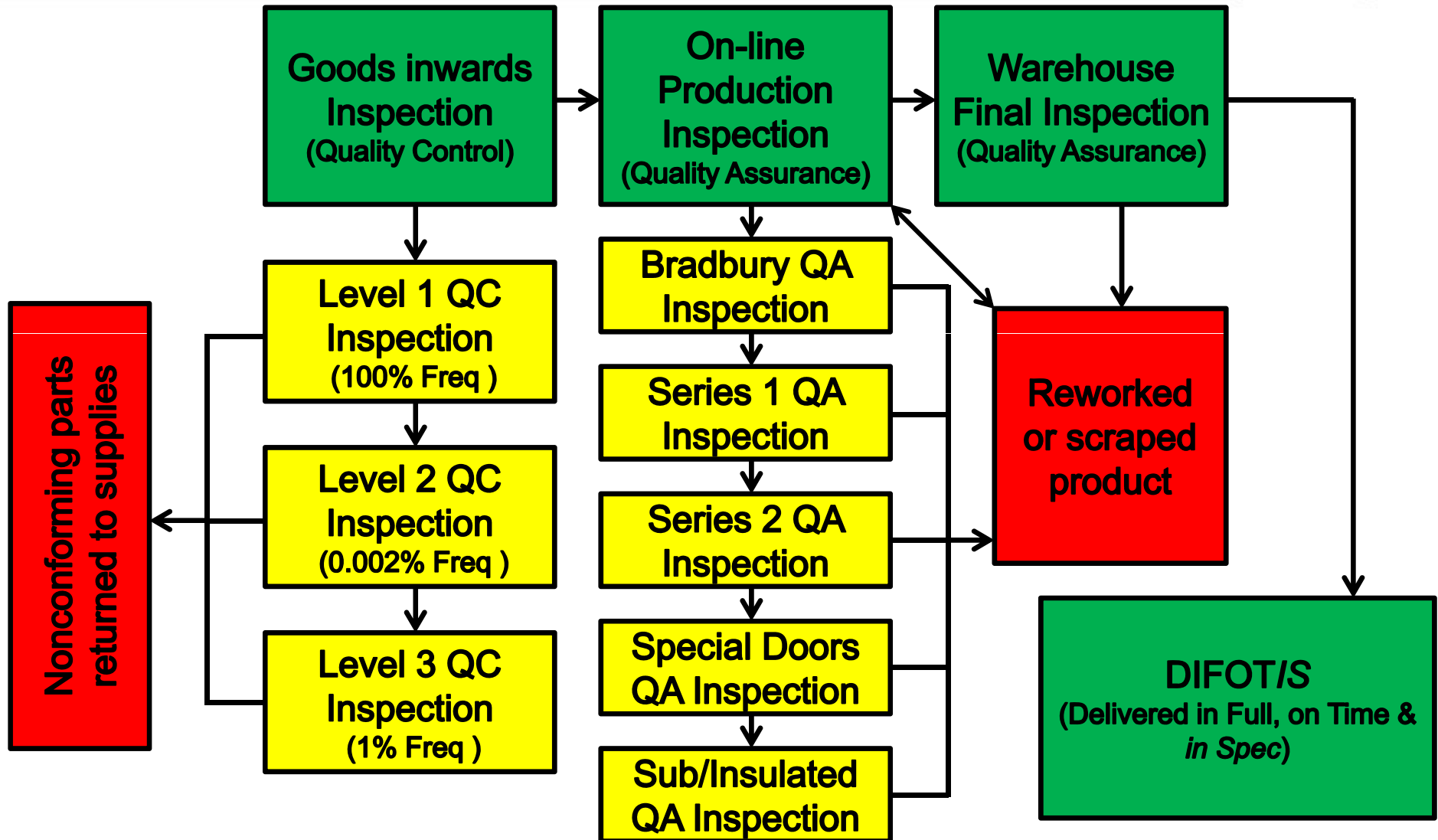
- **Quality Control** emphasizes testing and blocking the release of defective products
- **Quality Assurance** is about improving and stabilising associated processes to avoid at least minimise that led to the defects in the first place
- However, QA does not necessarily eliminate the **need for QC**: some product parameters are so critical that testing is still necessary just in case **QA** fails



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QAC Process Flow



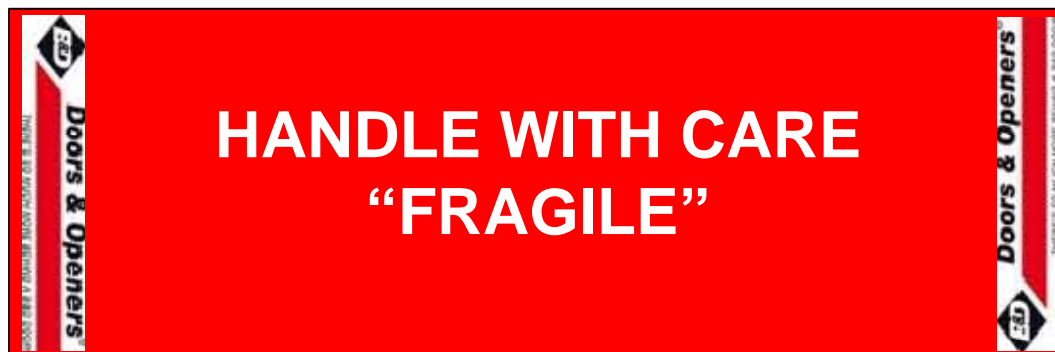
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QAC Roll Out Action Plan

Cycle Week:		1	2	3	4	5	6	7	8	9	10	11	12	13	14
Month:		Aug	September				October				November				
Activity	Date:	26	1	7	14	8	15	2	12	19	26	2	9	16	23
QAC Roll Out Plan															
Bradbury QAC Micro FPI	KO	1	2	3	4	5	6	-	-	-	-	-	-	-	-
Goods Inwards Inspection QAC Micro FPI	KO	1	2	3	4	5	6	-	-	-	-	-	-	-	-
Series 1 QAC Micro FPI	-	-	-	-	-	-	-	KO	1	2	3	4	5	6	
Series 2 QAC Micro FPI	-	-	-	-	-	-	-	KO	1	2	3	4	5	6	

Recommended Labels for all doors



QAC INSPECTION

DATE: _____

Prod: _____

Warehouse : _____

Reason for Rejection:

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Handling & Storage



❑ Bradbury Line Assembly & Packaging Issues

- NSW & VIC racking has no side support lining the individual storage bays
- Doors could be damaged by vertical uprights
- Also more chance of propeller twisting of the door packs
- No guidance system for forklift
- Variations in how doors are slung & moved from end of production line and into stillages (single / double / no sling??)
- Size of sling when slinging 5 panel doors
- No Thermotech on uprights
- No foam on divider bars
- Risk of damage during forklift movements
- Floor of frame only covered by rubber strips

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Handling & Storage Photos (NSW)



THERE'S SO MUCH MORE BEHIND A  DOOR



Handling & Storage Before Photos (QLD)



THERE'S SO MUCH MORE BEHIND A  DOOR



Handling & Storage Before Photos (NSW)



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Handling & Storage Before Photos (QLD)



THERE'S SO MUCH MORE BEHIND A  DOOR



Handling & Storage Before Photos (VIC)



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Handling & Storage Before Photos (NSW)



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Handling & Storage Immediate Actions



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\$15,000pa - \$40,000pa = Savings of \$25,000

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Loading Before Photos (NSW)



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Loading Before Photos (QLD)



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Loading Before Photos (VIC)



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Loading Before Photos (VIC to TAS)



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Loading Before Photos (VIC to TAS)



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Loading Before Photos (VIC to TAS)



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Transportation



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Transportation Recommendation

B&D Doors & Openers
Operating Standard


Installations Vehicles
(Utility and Trailer)

This document is designed to provide a minimum standard as to the loading, restraint and transport of garage doors on utility vehicles and trailers. The aim is to provide general guidelines which will protect employees, contractors and the public from the risk of injury and minimise the risk of product damage during loading and transport.

Utility vehicles are a popular choice of vehicle with installers due to the versatility of carrying space that the vehicle offers.

However, due to the nature of the vehicle, the transport of garage doors on a utility vehicle can become problematic and may lead to issues which compromise the health and safety of the installer and other people as well as risk of damage to the door.

Trailers are often used to transport garage doors dependant on the size and type of trailer, risk to people or product may still be present. This Operating Standard details requirements for utilities and trailers to minimise risk of injury and damage.



1.0 Definitions

1.1 "UTILITY VEHICLE"
A vehicle which has a cab and open or loaded tray at rear.

1.2 "TRAILER"
Non-powered vehicle which is towed behind a utility. May be flat (table top) or boxed.

1.3 "OPEN FRAME"
Frame placed on top of box trailer to create a flat supported surface on which to transport items of larger size.

1.3.1 "Crossbar" – Load carrying bars affixed to the Open Frame allowing distribution of weight of the product.

1.4 "RESTRAINT"
Means by which a load is secured to the vehicle or trailer.

1.4.1 "Rope" – braided material that is either natural or synthetic forming a narrow strong restraint.

1.4.2 Strap – synthetic material that is wide and flat (min 50mm) creating an even distribution of force when used as a restraint.

1.5 "BEARERS"
Commonly in the form of wooden lengths across a trailer to lift the load from the floor, thus allowing access for forklifts and cranes, allowing removal headlog, (pls 100mm).

1.6 "OVERHANG"
The length that an object is excess or the vehicle or trailer, both front and rear.

1.7 "LOAD CAPACITY"
The legal safe load limit, or load carrying capacity which will appear on V.I.N.

1.8 "V.I.N."
Vehicle Identification Number. A plate affixed to a vehicle or trailer which details the type and tare of the vehicle or trailer.

1.9 "MANUAL HANDLING"
As defined under the Occupational Health and Safety Act (Manual Handling) – "Any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move or restrain any animate or inanimate object. Also actions involving repetition and sustained awkward posture."

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Transportation Immediate Actions

STILLAGE PREPARATION STANDARDS



- ☐ 8 pieces of thermotec 690 mm long in good condition
- ☐ 3 zip ties per piece of thermotec top mid & bottom
- ☐ 24 zip ties in total
- ☐ 4 x 3mm pieces of coreflute for the stillage base with 50mm overhang each side
- ☐ 4 x pieces of thermotec as top hats on top of stillage
- ☐ coreflute to go up the sides of the stillage to the height of the first horizontal bar

ALL STILLAGES NEED TO BE SET UP USING THIS CHECK SHEET TO PROVIDE SUFFICIENT PROTECTION TO THE DOORS THIS MUST BE DONE BEFORE ANY DOOR IS PLACED INTO THEM

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Transportation Immediate Actions



Series2 Stillage Standard Revesby

THERMOTEC



CARDBOARD LINING
/ BUBBLE WRAP



CORNER PACKERS



SECOND LEVEL
BUBBLE WRAP



SECOND LEVEL
STACK



VOID FILL/CORNER PACKERS



COMPLETE
STILLAGE



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Transportation Immediate Actions



Local Truck Roller Door Packaging Standard Revesby

TRUCK LINING



FIRST LEVEL BUBBLE WRAP



SECOND LEVEL BUBBLE WRAP



THIRD LEVEL STACK



COMPLETED LOAD



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Current Loading Variation

Loading Methods	QLD	NSW	VIC
Bubble Wrap	✗	✓	✗
Stackers	✓	✗	✗
Conveyor Load	✗	✗	✓
Crane Load - Panels	✓	✓	✗
Truck Load Photos	✓	✗	✓
Delivery Photos	✗	✗	✓
Driver Checklist	✗	✗	✓
Stillage Standards	✓	✓	✗
Load Capacity Management	✗	✗	✗

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Loading Recommendation (QLD)

Removal of all hard
cardboard wrap in
QLD



Box crated all S1
doors for Cairns
Townsville loads



\$200,000pa - \$60,000pa

Savings of

= \$140,000

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Our Action List for the next 6 weeks



Our Action List for the next 6 weeks



- ☐ Activate trial of QLD Series 1 Doors (2 month trial)
- ☐ Recommendation for QLD's Air Cell Machine
- ☐ Audit & enforce stillage standard
- ☐ Audit & enforce panel loading standard
- ☐ Introduce panel slinging standard
- ☐ Work with marketing on new door labels
- ☐ Kilsyth site visit – including audits of slinging, stillages, loading standards & operator surveys
- ☐ Communication + PSIB re: Handle Product with care
- ☐ Review standards on Ute & make recommendations

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Parking Lot Issues



Parking Lot Issues Outside of Mandate



- ☐ Using the NCR process for doors damaged in the warehouse & external processes
- ☐ Delivery Audit verify truck driver responsibilities
- ☐ Education & Training for Customers about Product Care/Handling
- ☐ Better packaging for high value products eg. (Sub/Ins Doors)
- ☐ Routings for specialise products need to be reviewed
- ☐ Implementation and enforcement of “Ute / Trailer Standard”
- ☐ Storage Series 1 in Kilsyth & Clontarf
- ☐ Storage of Series 2 in Kilsyth

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QUESTIONS ?



