

## Reactive Improvement Capability Strikes a Chord!

Delta Electricity's Mt Piper Power Station played host to our new Frontline Problem Solving workshop on 13 March 2012. The site is located out west of Sydney's famous Blue Mountains in Portland NSW.

Figure 1 – Delta's Mt Piper Power Station

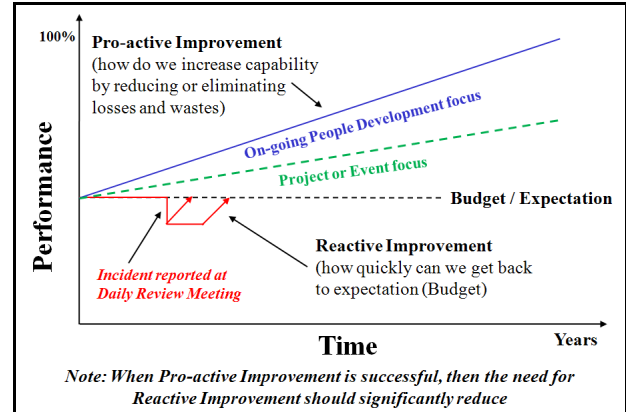


Delegates came from as far as Bathurst to attend the workshop which kicked off with a tour of the power station. During the tour the delegates were lucky enough to witness the impressive view from the top of the station which highlighted the vastness of the site especially its extensive coal handling facilities.

The workshop was divided into 3 sections:

1. **Introduction** – understanding the two types of Improvement: **Reactive Improvement** which focuses on any failure to achieve daily expectation and **Pro-active Improvement** which focuses on achieving significantly better than the current budget / expectation; and the importance of to achieving a balanced approach as explained in Figure 2;
2. **Activity** – working through a Frontline (Reactive Improvement) Problem from the delegates' workplace using our 7-Step process; and
3. **Next Steps** – creating an effective Reactive Improvement framework to allow the effective application of Frontline Problem Solving.

Figure 2 – Need to Balance our Improvement Approach



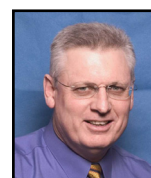
The team from Mars Petcare – Bathurst, consisting of their Operations Manager and 3 Shift Managers, brought along a packaging problem that had caused some recent heartache. To their delight, by the time they had completed Step 1 of the 7-Step process they claimed they had just justified their attendance at the workshop with some revelations about their problem.

Figure 3 – Mars Petcare team hard at work!



CTPM would like to thank Delta Electricity for taking the opportunity to host the workshop and sharing their site with us through the help of Plant Engineer – Jennifer Ratsep. It was a great success!

For further information please contact:



**Ross Kennedy**  
President  
Phone: 0418 206 108  
Head Office: +61 2 4226 6184  
Website: [www.ctpm.org.au](http://www.ctpm.org.au)