



Austube Mills - Somerton awarded for Problem Solving Program Initiative

Austube Mills (formerly OneSteel Australian Tube Mills) is Australia's largest structural steel pipe and tube manufacturer, with three manufacturing sites in Queensland, NSW and Victoria, and its wide range of products available via a network of more than 200 distribution partners across Australia and New Zealand. Each year Austube Mills hosts an annual **Core Value Awards** night to recognise and celebrate the achievements of their people who uphold the two business Core Values of Safety and Customer every day.

During the 7th annual Core Value Awards held on the 30 April 2014, the Somerton Site in Victoria received the **Quality Initiative of the Year** award for the deployment of their **Frontline Problem Solving Program** over the last few years, but more specifically the last 12 months.

Representing the Somerton Site at the event was Craig Mayne – Continuous Improvement Superintendent, who collected the award on behalf of all the teams involved as shown in Figure 1 below. As a great advocate of the program along with Brett Perrin – Operations Manager, Craig was ecstatic with the recognition that he and the hard working teams were given at a national level.

Figure 1: Craig Mayne accepting the Quality Initiative of the Year award on behalf of the Somerton Site

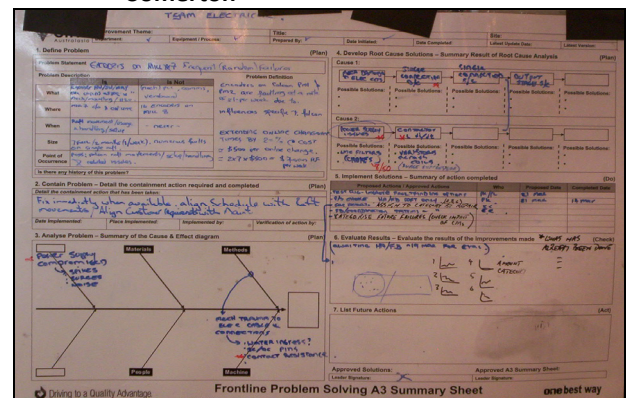


In a generous gesture by Austube Mills, each award winner is provided with a \$500 donation made out to their preferred local charity to give back to the community. The teams' involved in the Frontline Problem Solving Program selected Beyond Blue as their preferred charity whose mission is to help reduce the impact of depression and anxiety in the community.

Starting back in March 2012, the Somerton Site committed itself to improving their Frontline Problem Solving skills using CTPM's On-the-Job Skills Development Program.

The program involved starting with the site leaders then cascading down to all personnel using groups of 3 teams of 5 personnel who would attend a one-day workshop followed by 6 weekly 1.5 hour meetings. Each team was supported with A0 size laminated charts and team member workbooks to allow them to follow a structured 7 step process and solve real workplace problems affecting their everyday activities. Each team completed 3 problems over the 7 week program.

Figure 2: Sample A0 size laminated A3 Summary Sheet used by a team during training at Somerton



Once they had successfully completed the formal training, each person would then be allocated frontline problems identified at their Daily Review Meetings that were relevant to their

responsibilities, and they were asked to report back about the problem within a set timeframe.

They would be coached by the site's Continuous Improvement Superintendent to ensure the required standard of analysis and reporting in their workbook and on their A3 Summary Sheet was achieved. To support this, rules were established which covered how many problems a person could be working on and what triggered a problem to be allocated.

Some two years on from the initial program, we have seen up to 16 or so teams complete the program with great success. Each team member's ability to pass on their skill and knowledge to the workplace has provided the Somerton Site with an effective Re-active Improvement strategy.

On behalf of CTPM we congratulate the Somerton Site for receiving the award as they are deserved winners. We look forward to continuing our support for the site and hope to see further success in the future. Great achievement!

For more information about Austube Mills, please visit www.austubemills.com.

For further information on CTPM's Frontline Problem Solving Program please contact:



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