



The Value of Shared Learning

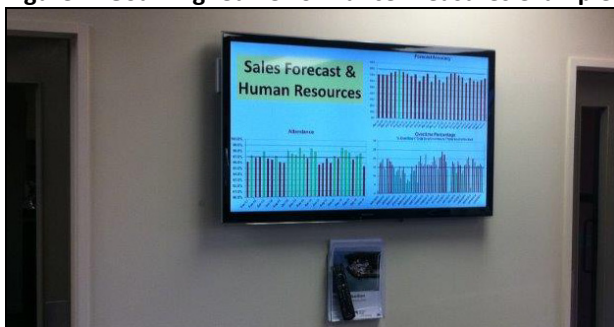
New Zealand based Dairy giant, **Fonterra** have been implementing Operator Equipment Management (Autonomous Maintenance) across their operations and are now looking to move onto Step 4 of the Operator Equipment Management (OEM) process, where the focus is on **training the Operators to understand the functionality of their equipment**.

Working to establish a best practice training facility at the **Fonterra Learning Centre in Te Awamutu**, Fonterra were looking for ideas to send them in the right direction. Aware of the great work that **New Zealand Sugar's Chelsea Operation** had established during OEM Step 4, CTPM facilitated a networking opportunity for Fonterra to visit the site at Birkenhead.

Alan Sawyer and Terry Stinson, Operational Excellence Navigators with Fonterra, met up with Warren Jones and Aaron Jacobs, Continuous Improvement Co-ordinators at New Zealand Sugar. Using the wide screen TPM TV Noticeboard, the visit started with a presentation by Aaron, of their TPM Journey since 2008. He detailed how they had involved all of their Defined Production and Support Areas throughout their TPM Journey, which is now up to its 20th improvement cycle.

The TPM TV Noticeboard is used to communicate and promote the outcomes of their improvement activities and includes examples of improvement sheets, the Site TPM and Area Leadership Team structures and results of the Site's Goal Aligned Performance Measures as shown below.

Figure 1: Goal Aligned Performance Measures example



The presentation was then followed by a comprehensive site tour and training session by Warren on sugar refining and included the Operator Equipment Management activities of the Refinery Teams to date. They toured the lab and finished at the Operator Equipment Management training room.

In the training room the visitors found live working training boards for electrical isolations and lock outs; fasteners; electronics and pneumatics. Each of the training boards showed the workings of the systems and examples of defects that Operators should be looking for during their inspections. Alan and Terry were very impressed and felt the examples gave them some good ideas for their own Fonterra training boards.

Figure 2: Reviewing training material in front of the Fasteners and Pneumatic Training Boards



L to R: Alan Gleason (CTPM Senior Navigator), Alan Sawyer (Fonterra Operational Excellence Navigator) and Warren Jones (NZ Sugar Continuous Improvement Co-ordinator)

Next they attended a Packaging House Operator Equipment Management Team meeting and observed them undertake a regular Clean for Inspection activity. The day finished off with a presentation by the Warehouse Equal Team who will be competing for the Aussie Cup at this year's CTPM TPM & Lean Annual Forum.

At the close of the day the Fonterra people were very impressed with the Operator Equipment

Management progress and achievements made so far by New Zealand Sugar, and came away with some great ideas and plans for their own OEM training facilities.

An offer was made and accepted for a reciprocal arrangement for New Zealand Sugar to visit the Fonterra Learning Centre in the near future. This visit again demonstrates the ***value of companies networking together to share experiences and learning amongst themselves.***

The CTPM TPM & Lean Annual Forum on the 20-22 of August in Wollongong NSW, will be another excellent opportunity for further networking amongst people on their Journey towards Operations Excellence.

For further information please contact:



Alan Gleason

Senior Navigator

Phone: +64 275 006 184

Head Office: +61 2 4226 6184

Website: www.ctpm.org.au