



come together to WAM their Workplace!

Fibre Optics Design & Construct Pty Ltd (FODC) is a team of specialists in fibre optic network design, installation, termination, testing, maintenance and certification.

Fibre Optics make fibre optic communication happen for a wide range of industries including major infrastructure, telecommunications, transport, education and mining, and the list is rapidly growing.

Their track record includes high-profile projects like the Sydney Harbour Bridge communication upgrade and the NBN roll-out.

In July this year CTPM was contacted to discuss training opportunities to help bring the team together to sort out their workplace (including workshop and service vans) and improve communication amongst technicians and support staff.

Figure 1: Before Photo of workshop



From CTPM's range of short programs linked to Competitive Systems and Practices units, the 12

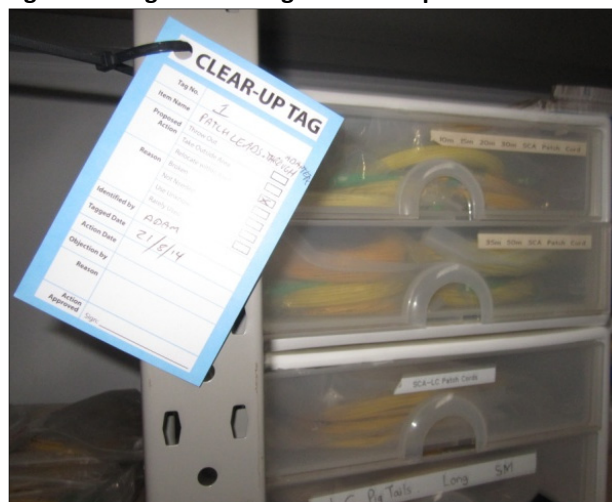
week Work Area Management (5S) program was taken on board and 2 teams kicked-off on the 14 August 2014 with a 2hr training session. During this time, they learnt about the program they were about to embark on and completed team activities to help spark team synergy.

Being an Approved Provider under the NSW Strategic Skills Program for Existing Workers, CTPM was able to obtain funding of \$1,125 per student to assist Fibre Optics personnel to complete the selected Unit of Competency (MSS402040A – Apply 5S procedures) from the nationally recognised qualification, Cert III in Competitive Systems and Practices. This training is funded by the NSW Government in partnership with the Commonwealth Government.

Following the kick-off workshop, a big clear-up event of each team's improvement area was undertaken, to help sort items found into 3 categories – kept within area, thrown away or taken outside of the area. Some of the team members found items they never knew they had!

A tagging system was also introduced for those items that needed further sorting to ensure the right action was executed.

Figure 2: Tag used during the Clear-up



Once the areas were all cleared-up and the teams had a better understanding of their resources, it was time to think of ways they could make their areas more productive and user friendly. A thorough planning process was undertaken using Improvement Sheets for each proposed improvement.

This process required teams to recognise the current situation, identify what their improvement targets were, and detail the proposed changes to meet those targets (what they will do and the requirements needed).

Once all improvements were planned and approved by management, the teams got straight into implementation. With the use of a Task Sheet, they listed out all of the tasks required, who was in charge and when they needed to complete by. This made sure that everyone was involved in the process while keeping a good detailed record of what they were doing.

Figure 3: The 'Dirty Half Dozen' Team improvements made to the Dispatch Area



Towards the end of the cycle, it was important to ensure the improvements would sustain and the areas did not go back to what they were (especially after all their hard work!). This was achieved through the implementation of new area standards and procedures.

Figure 4: 'The A Team' improvements made to stock



After all their great work the teams finished up on the 13th November 2014 with a presentation to colleagues and site management. They proudly showed off their achievements with a tour of the Improvement Areas, highlighting what changes they had made within the 12 weeks and also explaining how the new standards and procedures helped reinforce the improvements made.

During the final presentation, a future action list was created to help enhance their newly created procedures (ensuring consistency between the two improvement areas was achieved). Staff were also very excited to take their learning's to new sections of the business, including the office.

Figure 5: Final Presentation



CTPM would like to congratulate everyone involved on their achievements and we look forward to supporting the site with future improvement initiatives.

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