



**THE ALCOA BUSINESS SYSTEM IN ACTION
SEE IT FOR YOURSELF!
HEAR FROM SKILLED PRACTITIONERS**

BEST PRACTICE TOUR

The Alcoa Business System (ABS) is based on Lean Management Systems and has been in operation at both the Point Henry and Yennora Rolling Mills for over 20 years.

When: Thursday 16th October
Where: Alcoa Rolling Mill
 Point Henry Road
Cost : FREE for GMC / ENG Members
 \$30 Non-Members (incl. gst)

Join us on for a plant tour and “Practice in Action” workshop sessions to learn more about this highly developed Lean System. You’ll hear first hand from highly skilled practitioners experienced in using the ABS to drive results in **Productivity, Safety, Quality and Culture**.

AGENDA:

Registration	7.45 am	OPTION 1 Morning
The Alcoa Story	8.00 am	
Plant Tour	9.00 am	
A Culture for Change	10.00 am	OPTION 2 Afternoon
Practice in Action	11.00 am	
Networking Lunch	12 noon	
Practice in Action	1.00 pm	OPTION 3 Full Day
Practice in Action	2.00 pm	
Plant Tour	3.00 pm	
Close	4.00 pm	

Lunch is included courtesy of Alcoa Rolled Products:
 All attendees are invited to join the Alcoa team for networking over lunch.

3 Practice in Action Sessions run concurrently at 11am, 1pm and 2pm

1. Productivity and Daily Management
2. Human Performance and Safety in the Workplace
3. Quality Systems

See overleaf for full session details

Choose your attendance options:
 OPTION 1— Morning
 OPTION 2—Afternoon
 OPTION 3—Full Day

Register for the full day and attend all 3 Practice in Action sessions!
 Or select your preferences on booking

Register by Friday 10th October 2014

Places are strictly limited and registration is essential. Register on line: <http://www.trybooking.com/FWAE>
 Non GMC / ENG members Cost \$30 (includes gst)

CONTACT US: Geelong Manufacturing Council, Tel 5222 8000.
 Email admin@geelongmanufacturingcouncil.com.au
www.geelongmanufacturingcouncil.com.au



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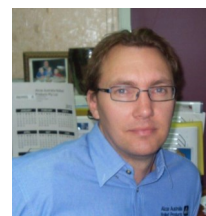
WORKSHOP DETAILS

A CULTURE FOR CHANGE—THE HUMAN CAPITAL

There is a mounting body of evidence demonstrating a direct correlation between investment in workforce development and economic performance. 'People Linchpin the System' is a core pillar of the ABS and recognises the contribution that Alcoa's people deliver to continuous improvement and operational excellence initiatives.

The ARP Operations team at Point Henry will demonstrate how to maximise return on human capital by establishing a culture of **continuous learning** and striving for **organisational wellbeing**. The ARP team will discuss the **'Star Model' of High performing teams**, and how the autonomous workforce leads to effective decision making, problem solving, continuous improvement, and operational performance through accountability on the shop floor.

Glen Pasque leads the ARP Point Henry team and is responsible for delivering a capable and effective workforce, aligned with achieving the operational goals of the organisation.



Glen Pasque

PRACTICE IN ACTION 1 —PRODUCTIVITY AND DAILY MANAGEMENT

Daily Management is at the heart of ARP's operational excellence. The Point Henry Operational Team led by **Mark Power** will demonstrate how morning meetings at shop floor level provide accurate and timely data on safety, quality, productivity, and maintenance activities, facilitating effective decision making and achievement of **Key Performance Indicators (KPI)**.

The Maintenance and Reliability Team will demonstrate how Lean tools **5S** and **Total Productive Maintenance (TPM)** engage and motivate the entire workforce through autonomous maintenance activities. Through focusing on **Overall Equipment Effectiveness (OEE)**, the ARP team utilises historical process data to drive continuous improvement strategies, eliminate capacity constraints, reduce costs and achieve the quality and delivery objectives of ARP's operational strategy.

Where daily management achieves continuous incremental improvement, the facilitation of **'Kai-Zen'** events achieve breakthrough improvements and disruptive innovation. The ARP team will guide you through case studies on successful Kaizen activities that have led to significantly improved performance.

The Finishing and Central Maintenance departments' operational team, led by **Mark Power** has been successful in delivering stepwise improvements to plant capacity through focus on productivity, TPM/5S and Overall Equipment Effectiveness.



Mark Power

PRACTICE IN ACTION 2 —HUMAN PERFORMANCE AND SAFETY IN THE WORKPLACE

Alcoa has always been a leader in Safety Management and we believe we have a number of benchmark systems worthy of sharing. Safety is at the heart of everything that Alcoa strives to achieve in its global operations.

The safety team led by **Damien Neil** and **Aaron Baulch** have been successful in delivering unprecedented safety milestones across both Point Henry and

Yennora sites in the face of increasing distractions from the announcement of closure. Since implementing **Human Performance** as a core pillar of the safety program in 2009, there has been continued reduction in injuries; the Human Performance program is considered the single most effective program introduced to reduce errors in the workplace. Unfortunately, being human, means we all make errors; errors can cause injuries, quality defects, reliability issues and cost a business time and money. Human performance helps us identify when we are in an error likely situation and allows us to use human performance tools that reduce the risk of an error occurring.

The **Safety and Environmental Change Agents (SECA)** in each department are charged with facilitating safety initiatives, training and mentoring, auditing, and providing feedback to the system.

The **compliance auditing** system deployed by senior ARP staff provides a further layer of workplace scrutiny, seeking to eliminate risk to all stakeholders and the environment.



Damien Neil

Aaron Baulch

PRACTICE IN ACTION 3—QUALITY SYSTEMS

ARP differentiates itself from its competitors by focusing on the customer and offering a high quality product in what is increasingly characterised as a commodity type industry. The ARP Quality Team utilise the **SIPOC** tool with its focus on customer critical success factors, to establish a **Product Control Plan (PCP)** for each Process Centre throughout the value chain. The PCPs are the cornerstone of the Alcoa **Visual Quality Management (VQM)** system.

In this session, our team will demonstrate how routine collection of data from **Critical Process Variables (CPV)**, cascades through to initiate the Alcoa **A3 Problem Solving** process and drive continuous improvement. Through developing their High Performing Teams, ARP are capable of initiating the A3 process over continuous 24hr operations, utilising the 5 whys A3 Tool to stimulate effective decision making and resolve process issues in the moment, minimising impact on the business.

The Quality Team led by **Ray Hamilton** are experts in performing data driven **Root Cause Analysis (RCA)**. The team will guide you through case study examples of how utilisation of cross functional teams, coupled with effective problem solving methodology and a focus on accurate information can lead to effective outcomes.

Ray Hamilton leads the ARP quality team at both Point Henry and Yennora sites, delivering ARPs customers with unparalleled product quality and customer service which is measured through the annual Net Promoter Score (NPS).



Ray Hamilton