

## Welcome to Precision Punch Corporation



# Let's Watch



## **Our Vision...**

***creates the destination for our Lean Journey.***



## **Best Customer Satisfaction in the Industries we serve !**

### **Customer Service Mission Statement**

We will anticipate, understand and excel at meeting the needs of our customers.

## **Our Strategy...**

***is the Travel Plan that describes our Lean Journey.***

Articulates how we will meet and exceed our customers expectations.



## **Strategic Planning SWOT Analysis**

**S** = Strengths  
**W** = Weaknesses  
**O** = Opportunities  
**T** = Threats



## Breakthrough Objectives...

**1. Double Sales and Profits every 5 years while exceeding customer expectations.**

**2. Reach Six Sigma Quality levels.**

**3. Provide Best Customer Satisfaction in our Industry.**

- On-Time deliveries to customers to 95%
- Reduce customer non-conformances by 50% every 3 years.
- Everyone is highly responsive and flexible to customer demand. Goal is to increase new skills learned per employee by 15% each year.

**4. Lean & Green Manufacturing is a way of Life.**

- Increase Inventory Turns by 15% each year.
- Improve productivity by 10% each year.
- Everyone passionate about continually improving their process. Goal is 2 new ideas implemented per person annually resulting in a cost savings of 2% of sales annually.

**5. Safety.**

- Improve Safety Performance by 10% each year with the aim of Zero Accidents.



## **Inside Sales – Mission Statement Road Map ...**



Inside Sales will act as an advocate for our customers. We will solicit and fully understand their desires and expectations. We will efficiently and effectively communicate their desires to the organization in consistent and objective terms. We will actively follow up and act on their behalf to fulfill our commitment to them. Inside Sales will continue to grow their technical knowledge. We will proactively develop a full understanding of our customers' and potential customers' businesses. We will continually increase our knowledge of the industries we serve with the aim of developing opportunities to increase our sales. We are fully committed to our Lean Culture in support of our Corporate Objectives.



## M.E.N.D.

### Precision Punch Customer Service Model

1. Message  
Communicate with Customer
2. Empathy  
Be empathetic to the Customer
3. Never attack Customers  
Don't win the battle and lose the War.
4. Deliver Hugs.  
Create a memorable / WOW experience for the customer. Perform above and beyond normal expectations.



**PRECISION  
PUNCH**  
*Defining Excellence*

**PRECISION  
PUNCH**  
*Defining Excellence*

**Voice of the Customer . . .**

**Providing Uncompromised Quality & Service**



## Six Sigma



Utilize data, statistical analysis and tools to systematically improve processes and sustain process improvements to effectively and efficiently satisfy the **Voice of the Customer**.

Metrics are established that align our strategic goals and values to that of our customer's needs and expectations.

This methodology is a project-focused approach consisting of five phases: **Define, Measure, Analyze, Improve and Control**. Projects are selected and defined from business, operational and customer needs with linkage to our strategy.

## Path To Our Lean Success

### **1. Creating a 5-S Discipline**

“Clean up everything so you can see the problems.”

Taiichi Ohno

### **2. Learning to identify the 7 Waste**

“knowing value added versus non-value added”

### **3. Implementing visual controls**

“allows all employees to be involved”

### **4. Developing KPI's – Key Performance Indicators**

“check plan and implementation, provides focus and motivation by measuring success”

### **5. Establish Standard Work**

“Where there is no standard, there can be Kaizen”

Taiichi Ohno

## Lean & Six Sigma is about the cultural change !



It's about  
Team-work

It's about  
serving our  
Customers !

It's about being  
trusted, valued and  
accountable.  
Which led to  
Empowerment and  
Initiative !



It's about  
Improved  
Communication

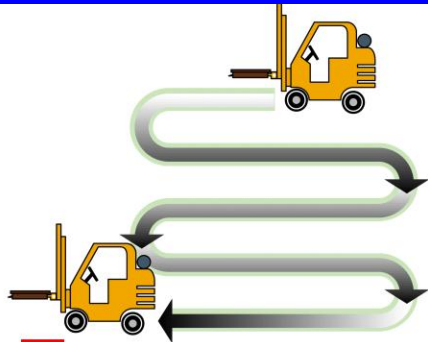
It's about  
Creativity



# Waste

is defined as anything that does not add value to the customer. It could also be defined as anything the customer is unwilling to pay for.

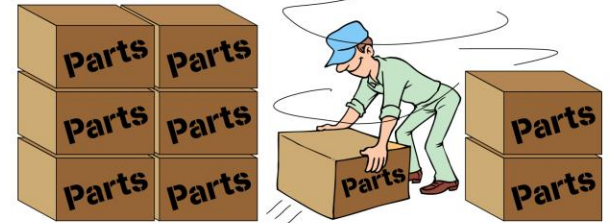
# The 7 Waste



**T**RANSPORTATION



**O**VERPRODUCTION



**M**OTION



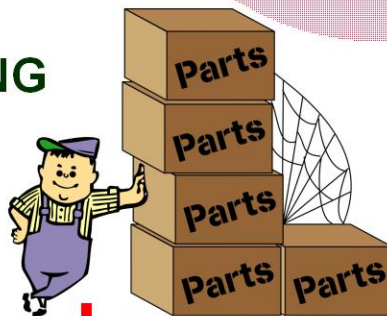
**P**ROCESSING



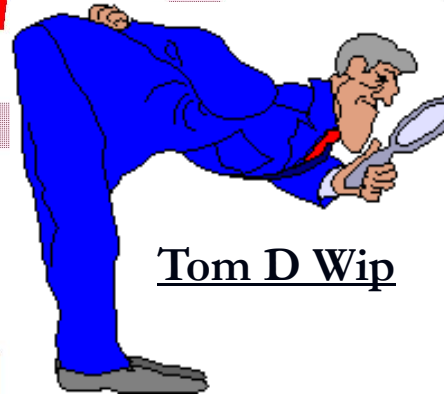
**Wastes**



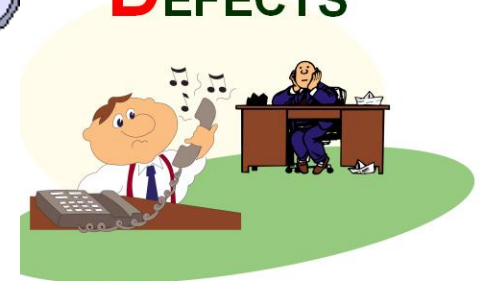
**D**EFECTS



**I**NVENTORY



Tom D Wip



**W**AITING

# The 8 Green Wastes



Solid Waste Reduction



Air Emission Reduction



Material Optimization



Toxic Material Reduction  
or Substitution



Hazardous Waste  
Reduction



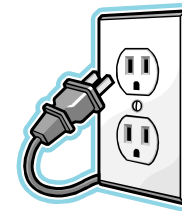
Sam T. Help



Packaging Waste



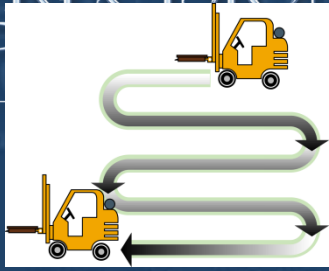
Liquid Waste



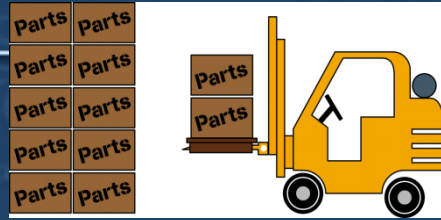
Energy Efficiency

**Eliminate Waste to Grow !**

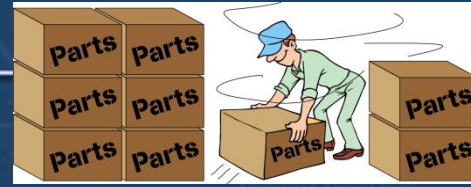




**T**RANSPORTATION



**O**VERPRODUCTION



**M**OTION



**P**ROCESSING



**WASTE**

Tom D.  
Whipels



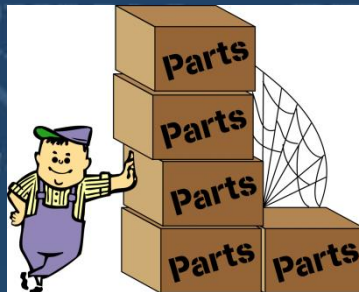
**S**SOLID, Raw MATERIAL  
and **P**ACKAGING



**D**EFECTS



**L**QUID



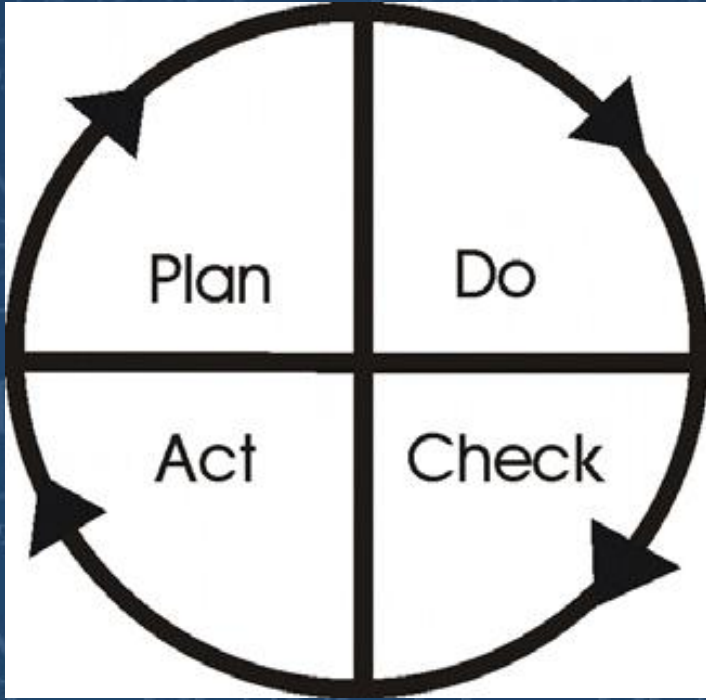
**I**NVENTORY



**E**NERGY



**W**AITING



## Story Board –

### Key Performance Indicators

- Double Sales every 5 years, profitably.
- Increase inventory turns by 25% annually
- Improve - On-time delivery to >95%
- Achieve Six Sigma Quality 3.4 parts per million
- Improve Productivity 10% year-on-year.
- Improve Safety Performance

The overall business **KPI's** are reported, discussed and displayed on our main plant Story Board, describing our company's progress towards achieving our Vision / Objectives. The department weekly Story Board meetings discuss the departments progress in executing their plans to achieve our Objectives.

### SMART Goals

(Specific, Measurable, Achievable, Relevant and Time-bound)



## Benefits of 5-S

1. A conditioning process for Kaizen.  
Foundation for all future improvements.
2. A cleaner work place is a safer work place.  
Identifies improved safety practices and awareness.
3. Organized work place is an efficient work place.
4. Mistake Proofing.
5. Improved equipment uptime and provide optimum equipment performance.
6. Improved process flexibility and productivity.
7. Improve set-up and change over times.
8. Improve product quality and consistency.

## **4) Stabilize (Standardize)**

The first 3 S's are scheduled and maintained.  
TPM's (Total Productive Maintenance) are developed and implemented.



### **CNC –Lathe ConQuest GT M166 Daily Checklist**

- 1. Wipe down (be careful of LED's and / or computer screen) machine to kaizen level of cleanliness.**
- 2. Place tools and gage pins in proper place.**
- 3. Mop floor in your work area.**
- 4. Fully clear machine and work area of all parts, debris, materials and unneeded objects including dirty rags.**
- 5. Update story board.**
- 6. Communicate work status and other necessary information to the next shift.**
- 7. Check Oil levels for:**
  - Way oil**
  - Bar-feed oil**
  - Waste Oil**
  - Coolant / Cutting oil**
  - Hydraulic oil****and report any maintenance concerns as appropriate.**

# 5) Sustain (Disciplined culture)

A purposeful commitment to daily housekeeping practices and TPM procedures are a way of life.

Microsoft Access - [Shop Order]

File Edit View Insert Format Records Tools Window Help

100% Close W

Close 100%

F750-05 **Due: 4/3**

REV DATE 11/19/2008		<b>SHOP ORDER - 31322 - Not Complete</b>					
CUST NAME PPC Cleaning Processes					PO #		
PROCESS ID <b>PPC Cutoff Cleaning Process - Rawlyer II (Every 3rd Time)</b>					DATE 2/19/09 12:00:07 AM		
MATERIAL		START QTY	ORDER QTY	LOT #			
		1					
#	DEPT.	OPERATION	QTY.	MACH. TIME	SETUP TIME	DATE	BY
1	CUT	REPLACE COOLANT AND CLEAN COOLANT TANK PER POSTED PROCEDURE.					
2	INSP	INSPECT.					
TOTALS:							
IN STOCK:			0				
TOTAL MADE:			0				
OLD STOCK:							
SOLD:							
NOW STOCK:							

PPC Cutoff Cleaning Process - Rawlyer II (Every 3rd Time)

NOTES:

# Becoming a Learning Organization



## “Home of the Eagles”



### 1. Leadership Series.

- One hour training session every two weeks (topics to be covered next page).
- Every third session will have a guest speaker **or** video **or** interactive activity

### 2. Kaizen teams will develop skill based training.

- This will document knowledge and experience that will allow for ongoing cross training and pass knowledge on to future generations. Precision Punch is in this for the long term!

### 3. Safety training videos.

### 4. Lean Library

- Books are housed in the conference room. The Lean Steering Committee will continue to look for books that will inspire, teach and provoke thought to support our relentless pursuit of operational excellence. All suggestions are welcome.

This is only a start with more to come !





“Home of the Eagles”

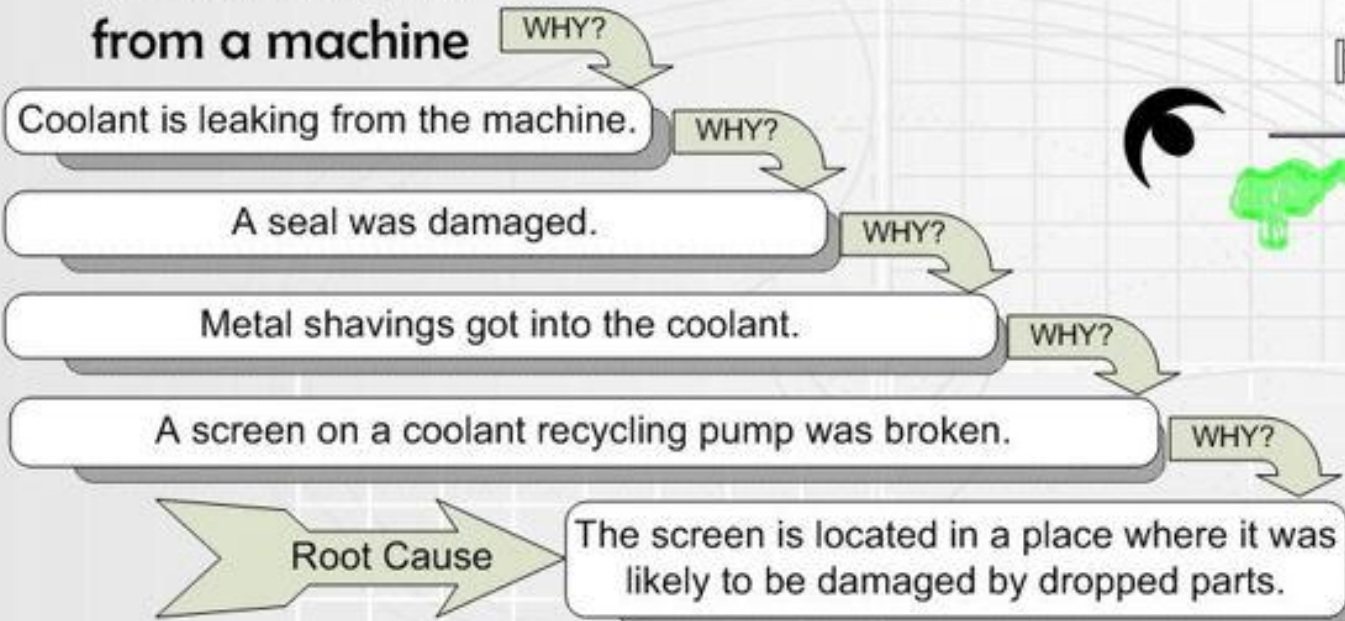
PRECISION  
PUNCH  
— Defining Excellence —

## Leadership Series – Topics to be covered

- Communication
- Team Building  
Will include Personality assessment tool – DISC / Myers-Briggs
- Managing Change
- Customer Service Excellence
- Motivation
- Developing Excellence in People
- Setting and Achieving Goals – Plan, Do, Check, Act or Adjust !  
Will include activities specific to each leaders responsibilities.
- Stephen Covey’s “7 Habits of Highly Effective People”.
- Root Cause Analysis – Corrective and Preventative Action!

# Root Cause Analysis Asking Why 5 times !

You discover  
coolant leaking  
from a machine



**Action:** Redesign machine, or add guard to cover the screen and prevent damage. If the seal was merely replaced, it would have soon needed repair again as the damage repeated itself.

# PRECISION PUNCH

---

*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

PRECISION  
PUNCH  
*Defining Excellence*

Thank you for your time

Good Luck on your Lean  
Journey!!