



A Maintenance Miracle

An Autonomous Maintenance Kaizen Event

March 28-31, 2017 Archbold, OH

Host Plant: Sauder Woodworking

Autonomous Maintenance is not (really) a *miracle* but a **PROVEN PROCESS** that will enable your company to move closer to your goal of becoming Lean. In this hands-on event, learn the process that partners operations, maintenance and engineering in the elimination of equipment abnormalities before they become chronic and/or catastrophic problems.

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Pssst... *Walt Miller, Operations Excellence Leader with Cummins Engine has attended this event six times with different members of his team. Read his commentary about the course inside.*



What a course! James Eaddy, Process Engineer, Diamond Innovations





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Why do you need TPM? Because...

- **TPM is the foundation of equipment/process reliability and**
 - **Reliability is the enabler to lean**

Autonomous Maintenance (AM) is the foundation of TPM and the focus of the Maintenance Miracle event. AM is not really a miracle, but a proven process that partners operators, maintenance technicians, engineers, and leaders in the operation and maintenance of equipment.

In this 3½ day event, participants will gain an understanding of the seven steps of Autonomous Maintenance and the fundamental techniques of 5S and Visual Controls and develop the skills to stabilize equipment performance and stop deterioration by learning to:

- Construct, Perform, and Adhere to cleaning, inspection and lubrication (CIL) standards
- Create one-point lessons (OPL)
 - Basic information OPL which ensures adherence to standard work
 - Improvement Bulletin OPL which documents and allows horizontal expansion of new best practices as they are discovered
- Identify equipment abnormalities
- Identify and create equipment improvements/contamination controls

Working in teams alongside associates from the host facility, participants will apply the methods learned to equipment in the workplace which reinforces the learning that has taken place during the classroom sessions through actual application. At the conclusion of the event, you will understand the techniques and have the skills to begin an autonomous maintenance effort in your facility. Participants will receive a Certificate of Completion at the end of the week.

Customer Testimonial...

As we continue to struggle in manufacturing to be competitive against challengers from all over the globe it is critical for us as leaders to get every bit of value out of our equipment, our process, and our people.

I have been to six Maintenance Miracles. We have brought with us members of our team that we have identified as key to our implementation of our TPM program. This group of folks range from operators, maintenance support members, senior and mid-level managers, and engineers. With this kind of diversity of people it is critical that the program address each and every one of their needs in supporting and understanding TPM. I believe your program does this. The combination of half the time in the classroom and half in actual hands-on exercise is key to me. My team comes away from the event inspired and knowledgeable on how to implement TPM back in the plant.

Walter Miller, Operations Excellence Coach, Cummins, Inc.

Learning Objectives

Participants will learn...

- the role of autonomous maintenance in a Total Productive Maintenance program
- the value of team-based equipment care
- the seven steps of Autonomous Maintenance and how to apply them to improve equipment and process reliability
- to create Provisional Standards—the new equipment care standards
- how to create One Point Lessons
- how to make minor improvements to equipment design to make it easier to maintain
- how identifying and correcting equipment abnormalities will make equipment safer
- the yellow and blue tag system that perpetuates the process of abnormality identification, correction and low-cost equipment enhancement
- to successfully transfer the “ownership” of the equipment to the production staff
- how to build diagnostic and problem-solving skills



TPM/AM Goals:

- Zero accidents
- Zero unplanned downtime
- Zero speed losses
- Zero defects
- Minimum life cycle costs

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TPM/AM raises APQ (availability, performance, quality).

**Implementing TPM/AM
you can see...**

- 67% reduction in unplanned downtime
- 67% increase in equipment/process performance efficiency (that's free capacity!)
- 70% reduction in maintenance (fix/repair) costs

Lean is a journey to excellence, TPM is a critical component in getting you there. Just like we need water and food to survive, our organizations need lean and TPM to thrive.



About the Host



Sauder Woodworking Co. is North America's leading producer of ready-to-assemble (RTA) furniture and one of the top five residential furniture manufacturers in the U.S. An authentic American original, 90% of Sauder® furniture is manufactured in Archbold, Ohio — right where they were founded in 1934. With some of the most technologically advanced equipment in the world, the facility features nearly 4 million square feet of space, employs about 2,000 workers and houses a wide variety of local and imported materials. Sauder is a privately held, third-generation, family run business with several subsidiaries. With its 2,400 employees, the Sauder family of companies generates sales of over \$500 million annually.

Sauder started their lean journey in the early 2000's. Initially 5S and Kaizen improvement systems were developed and deployed. Value stream mapping and kaizen were used to establish focused factories and product flow (based on product features) and ultimately a manufacturing performance system evolved. TPM emerged from the performance system in the spring of 2013 and to-date Sauder has implemented TPM on 21 unique work centers. As a result, they have seen an increase in their *Mean Time Between Failure* metric that is used to measure equipment reliability. They have also seen improved quality, safer operations, a decrease in emergency breakdowns and a decrease in overall downtime minutes. A stronger relationship between operations and maintenance continues to be forged as they continue on their lean journey.

To learn more about Sauder Woodworking, visit www.sauder.com.

Consultants and competitors of Sauder are not eligible to attend.



What past participants had to say about A Maintenance Miracle:

In the 40 years of maintenance this was the one to attend. Excellent job by the instructor. The host plant was great.

John Akins, Maintenance Team Manager, Sun Products Corp.

This was beneficial to understand how other facilities manage their TPM program.

Ken Wedel, Technical Manager, Newell Rubbermaid

I've learned it is way cheaper to be proactive.

Jeff Pleinis, Turning Center Lead, Goodrich

Very good in applying principles of TPM and emulating the process in a manufacturing environment—hands on. Re-emphasizes the importance of the “human factor” in attaining reliability.

Tim Davis, Engineering Manager—Continuous Improvement, Ventura Foods

This was an enlightening and educational experience. I feel like this process can lead and will lead to greater productivity and efficiency.

Jay Rivers, Machinist, Joy Global



Maintenance Miracle Kaizen Event Agenda*

Host Plant: Sauder Woodworking • Archbold, OH

TUESDAY, MARCH 28

- 7:30am** Sign-in at hotel, depart for Sauder Woodworking*
- 8:00am-12:00pm** Classroom Instruction: Day 1 activities include an overview of the TPM strategy and competitive advantage, TPM exercise and discussion on vision and “zero” goals, *Autonomous Maintenance Step 1—Conducting the Initial Cleaning and Inspection*, and Equipment Team assignments.
- 12:00pm-12:45pm** Luncheon
- 1:00pm-4:45pm** On-Site Implementation—teams monitored by consultant
- 5:00pm** Depart Sauder Woodworking for hotel*

WEDNESDAY, MARCH 29

- 7:30am** Depart for Sauder Woodworking*
- 8:00am-12:00pm** Classroom Instruction: Day 2 activities include team progress reports, five why analysis, one point lessons, *Autonomous Maintenance Step 2—Eliminating Contamination and Inaccessible Areas*, and *Autonomous Maintenance Step 3—Establishing Provisional Standards*.
- 12:00pm-12:45pm** Luncheon
- 1:00pm-4:45pm** On-Site Implementation—teams monitored by consultant
- 5:00pm** Depart Sauder Woodworking for hotel*

THURSDAY, MARCH 30

- 7:30am** Depart for Sauder Woodworking*
- 8:00am-12:00pm** Classroom Instruction: Day 3 activities include team progress reports, *Autonomous Maintenance Step 4: General Inspection Development and Training*, *Autonomous Maintenance Step 5: Conducting General Inspections*, and *Autonomous Maintenance Step 6: Workplace Management and Control*
- 12:00pm-12:45pm** Luncheon
- 1:00pm-5:00pm** On-Site Implementation—teams monitored by consultant
- 5:30pm-8:00pm** Dinner and Team Presentation Preparation

FRIDAY, MARCH 31

- 7:30am** Depart for Sauder Woodworking*
- 8:00am-11:30am** Team Presentations
- 12:00pm** Workshop adjourns—return to hotel*

* visit www.productivityinc.com for more information on hotel accommodations. Transportation to and from Sauder Woodworking provided by Productivity Inc.

Other Training and Consulting Services Available from Productivity

Lean Certification Programs

Productivity offers several Lean certification programs designed for individuals who will lead the change effort in their facilities and offices. Each program teaches a carefully sequenced arrangement of concepts and tools focusing on either Lean, TPM or Lean for service industry professionals. Over 3 or 4 non-consecutive weeks, participants will take part in classroom learning, group discussions, simulations, and hands-on application exercises. Participants who successfully complete the program, pass the certification exam and demonstrate successful implementation in their facilities or office are then certified. These programs are offered in collaboration with The Ohio State University and are held on the University campus. Certification programs include:

- Lean Manager Certification
- Lean Manager Certification for Services
- TPM Manager Certification

One-week Certificate Programs

Co-developed by Productivity Inc. and the Fisher College of Business at The Ohio State University, these 5-day, fully accredited programs focus on providing the knowledge base and foundational tools needed to establish a world-class maintenance or lean transformation in your organization. Earn 4 CEUs. Certificate programs include:

- Lean Tool Awareness Certificate (LTAC)
- Manager of Maintenance Improvement Certificate (MMIC)

On-Site Training

Productivity offers a strong suite of Lean Tool workshops designed to remove roadblocks to Lean transformation. Hands-on, results driven sessions ranging from 1.5 to 4 days are delivered at your site. Whether you are looking for the basics to help you get started, or a more advanced tool to move your implementation to the next level, Productivity can help. We can also customize existing programs or design new ones tailored to address specific challenges facing your company.

On-Site Consulting

Working with small groups of employees from the boardroom to the manufacturing floor, our consultants will provide prescriptive solutions to your toughest implementation issues. Productivity's senior consultants are manufacturing process improvement professionals with real-world, hands-on experience implementing Lean and continuous improvement strategies in both the manufacturing and transactional environments. They are first generation Lean instructors—having worked with the originators of process improvement strategies such as Shigeo Shingo, Yoshiki Iwata, Ryuji Fukuda, Iwao Kobayashi,

and Kenichi Sekine. Whether you are looking for an experienced mind to help with a specific issue or someone to assist in the development and execution of a Lean conversion, Productivity's skilled team can help.

Maintenance Miracle: An Autonomous Maintenance Kaizen Event

During this four day kaizen event learn the steps necessary to involve operators in maintaining their own equipment through daily inspections, lubrications, parts replacement, simple repairs, detecting abnormalities and precision checks. At a host facility participants will apply the methods learned in the classroom to a real work environment.

Annual Conferences

These dynamic events are aimed at helping you learn directly from practitioners who have had success implementing effective Lean and TPM principles to help you reach your improvement goals. These events include attendee certification, in-depth knowledge transfer modules, case studies, gemba activities, networking opportunities, and more.

Lean Principles in Service Industries

Service organizations face the continuous challenge of having to provide the highest level of customer service while remaining competitive. This means improving profitability, reducing time to market, improving response quality, and reducing costs. Application of Lean techniques can help meet these challenges by providing the framework to constantly design new and improve existing operational processes. Productivity offers several training options for understanding and implementing Lean in the Service Industry or the Service Function of any organization:

- Executive Awareness Session: Applying Lean in Service
- Introduction to Lean Principles in the Service Industry
- Advancing Lean Principles in the Service Industry

Results-Focused Workshops

All of the following workshops are taught using some combination of classroom lecture, group discussion, case study, and interactive simulation. Workshop length varies from 1-3 day sessions. To learn more, visit us at www.productivityinc.com/workshops/.

- Empowering Your Workforce
- Creating Culture Change Through the 5S's
- 3P Production Preparation Process
- Lean Facilitator Training
- Achieving Quick Changeover
- Standardized Work
- Policy Deployment
- The Visual Workplace
- Focused Equipment Improvement
- Value Stream Management

AND MORE! Visit our website for details. www.productivityinc.com

Productivity Strategic Innovation

Following years of research and experimentation, Productivity has developed a major new suite of services on Strategic Innovation. Maintaining strategic focus on growing the top line, while improving the bottom line, is the significant challenge organizations must meet in order to sustain success. Productivity's **Strategic Innovation System** provides a comprehensive, flexible approach to building innovation capabilities. Using our scalable and configurable system, we can help you clarify existing value propositions, identify and create new ones, and cultivate a meaningful and sustainable strategy for top-line growth. To ensure that your improvement and growth strategies are working in tandem and aligned with your business strategy, get the process started by contacting us for more information and your own copy of our Innovation Primer Kit.

innovation
by productivity

For more information visit
<http://www.productivityinc.com/innovation/>

Productivity Lean Services Leading Excellence in Service Industries

For more than 35 years we have provided consulting and training services to organizations in order to help them improve their operational performance. In 2004, we progressively started applying the key principles of operational excellence to service environments, helping organizations to create effective operations and to build processes focused at constantly improving the customer experience. Today, we have taken our experience in implementing Lean to service industry organizations and created a company entirely focused at supporting Lean transformation in the service industry and support services of any organization. We have implementation experience in Insurance, Banking, Manufacturing support services, Retail, Healthcare administration, Laboratories, Government, Human Resources, Customer Service, Marketing, Accounting, Research & Development, Information Technology, and more.

For more information visit
www.productivityleanservices.com

PRODUCTIVITY LEAN SERVICES
Leading Excellence in Service Industries

For complete details on these events or other Productivity Inc. consulting and training services, visit our website at www.productivityinc.com or give us a call at (203) 225-0451 or 1-800-966-5423.



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Registration Form

Please print. Copy this form for additional registrations.

NAME _____ TITLE _____

COMPANY _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

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PHONE _____ FAX _____ EMAIL (required to confirm reservation) _____

METHOD OF PAYMENT

Payment must be received before the workshop. Workshops fill quickly and we cannot confirm reservations until payment is received.

Tuition: \$2150

Groups: 3-5 people from same site take \$50 off each registration.
For larger groups please call for special rates 1-800-966-5423 or (203) 225-0451.

ENCLOSED IS MY CHECK FOR \$ _____ PAYABLE TO: PRODUCTIVITY INC., DRAWN ON A U.S. BANK.

CHARGE MY VISA MASTERCARD AMERICAN EXPRESS TOTAL PAYMENT _____

CARD # (INCLUDE 3 OR 4 DIGIT SECURITY CODE) _____ (/ /) EXP. DATE ____ / ____ / ____

NAME ON CARD _____

BILLING ADDRESS FOR CARD _____

CARD HOLDER SIGNATURE _____

Cancellation Policy: Conference registrations may be transferred to another colleague without charge. To be considered for a refund, we must receive notice of cancellation in writing no later than 21 business days prior to the event. Cancellations received within 21 business days are subject to the full registration fee and money will be held on account for up to one year for use at a future workshop or conference. If no notification of cancellation is provided, registration fees will be forfeited. There is a \$200 processing fee for all cancellations. On rare occasions, circumstances may make it necessary to cancel or postpone an event. As such, we encourage attendees to book refundable/reusable airline tickets. We will not be responsible for incidental costs incurred by registrants.

By registering for this event, the registrant hereby acknowledges and agrees that any photographs or videos taken during the event may be used in marketing efforts, including but not limited to news and promotions (web/print) without compensation to the registrant.

Consultants and competitors of Sauder are not eligible to attend.

Hotel Accommodations:

Sauder Heritage Inn, 22611 State Rt. 2, Archbold, OH 43502, (419) 445-6408

A block of rooms is being held for Productivity Inc. Maintenance Miracle participants at the Sauder Heritage Inn.

Productivity Inc. attendees receive a reduced rate of \$80.00 per night, single or double occupancy. When you call to make your reservation, tell them you are with the Productivity Inc. "A Maintenance Miracle" group or give them the booking ID # 7278 to receive this special rate.

Archbold, Ohio is a one hour drive from Toledo and a 75 minute drive from Ft. Wayne, IN. The hotel is just a few minutes from the Sauder Woodworking facility. Productivity Inc. will provide transportation between Sauder and the hotel.

MAIL TO:

Productivity Inc. 375 Bridgeport Avenue
3rd Floor Shelton, CT 06484

FAX BACK TO:

203-225-0771

REGISTER ONLINE:

www.productivityinc.com