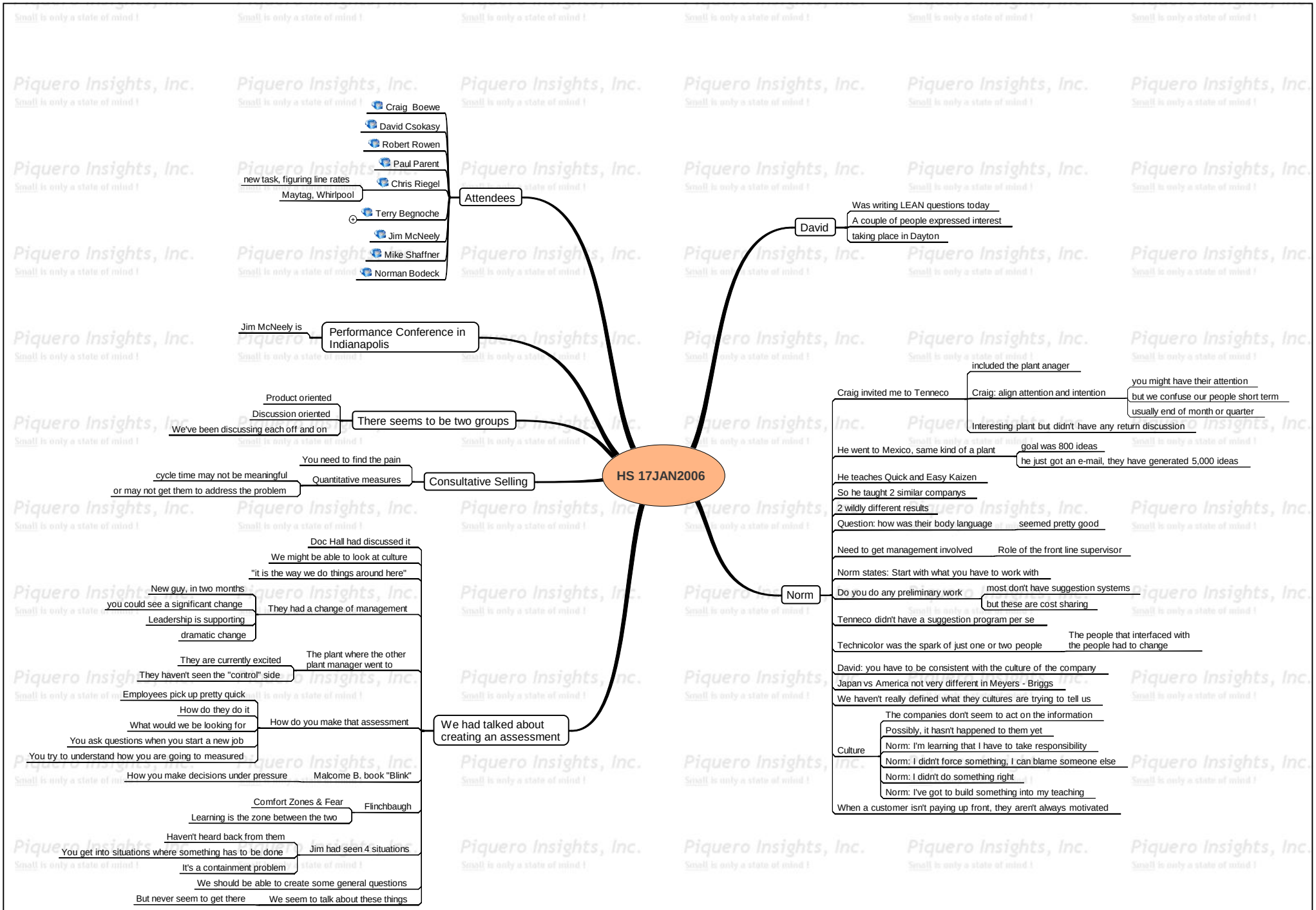
HS 17JAN2006
Attendees
Craig Boewe
David Csokasy
Robert Rowen
Paul Parent
Chris Riegel
new task, figuring line rates
Maytag, Whirlpool
Terry Begnoche
Jim McNeely
Mike Shaffner
Norman Bodeck
Performance Conference in Indianapolis
Jim McNeely is
There seems to be two groups
Product oriented
Discussion oriented
We've been discussing each off and on
Consultative Selling
You need to find the pain
Quantitative measures
cycle time may not be meaningful
or may not get them to address the problem
We had talked about creating an assessment
Doc Hall had discussed it
We might be able to look at culture
"it is the way we do things around here"
They had a change of management
New guy, in two months
you could see a significant change
Leadership is supporting
dramatic change
The plant where the other plant manager went to
They are currently excited
They haven't seen the "control" side
How do you make that assessment
Employees pick up pretty quick
How do they do it
What would we be looking for
You ask questions when you start a new job
You try to understand how you are going to measured
Malcome B. book "Blink"
How you make decisions under pressure
Flinchbaugh
Comfort Zones & Fear
Learning is the zone between the two
Jim had seen 4 situations
Haven't heard back from them
You get into situations where something has to be done
It's a containment problem
We should be able to create some general questions
We seem to talk about these things
But never seem to get there
David
Was writing LEAN questions today
A couple of people expressed interest
taking place in Dayton
Norm
Craig invited me to Tenneco
Craig: align attention and intention
included the plant anager
you might have their attention
but we confuse our people short term
usually end of month or quarter
Interesting plant but didn't have any return discussion
He went to Mexico, same kind of a plant
goal was 800 ideas
he just got an e-mail, they have generated 5,000 ideas
He teaches Quick and Easy Kaizen
So he taught 2 similar companys
2 wildly different results
Question: how was their body language
seemed pretty good
Need to get management involved
Role of the front line supervisor
Norm states: Start with what you have to work with
Do you do any preliminary work
most don't have suggestion systems
but these are cost sharing
Tenneco didn't have a suggestion program per se
Technicolor was the spark of just one or two people
The people that interfaced with the people had to change
David: you have to be consistent with the culture of the company
Japan vs America not very different in Meyers - Briggs
We haven't really defined what they cultures are trying to tell us
Culture
The companies don't seem to act on the information
Possibly, it hasn't happened to them yet
Norm: I'm learning that I have to take responsibility
Norm: I didn't force something, I can blame someone else
Norm: I didn't do something right
Norm: I've got to build something into my teaching
When a customer isn't paying up front, they aren't always motivated