

**Volume 11, Issue 48 □ November 29, 2004**

Important Dates to add to your calendar...

- **Dec 6-7<sup>th</sup> The Lean Design Workshop** – 2-intense 8-5 pm days with North America's best Design & Project Management leader– **Ron Mascitelli**. Go directly to [www.hpmconsortium.com](http://www.hpmconsortium.com) for full details.
- **Jan 6-10 (2005): "Implementing & Sustaining Lean Thinking Across the Enterprise"** An AME major Practical Lean Conference in Edmonton. [www.measureupforsuccess.com](http://www.measureupforsuccess.com)

**Tips To Get the Best Results from a Tour**

**HOST:** Let folks know quickly what kind of feedback you'd like and what the format of the day will be. Keep the group size small and the tour focus sharp.

**Tours 2 hr:** Each starts at 9am – and concludes at 11am.

- 1) Introduce everyone to everyone... only 12 folks max
- 2) Describe what we will see on the tour...
- 3) **Sincerely ask for your visitors advice** – *“it's the price of the tour”* Be sure they know that *“Outside Eyes”* are valuable which is why everyone has a **“feedback card”**
- 4) Tell everyone that at the end that they will share with everyone -- one thing they might be able to use
- 5) **Tour A:** Show an area where things are working well... where suggestions will make a good process better
- 6) **Tour B:** Show a specific area and don't hesitate to press for suggestions, ideas, experience, etc. etc.
- 7) **Wrap Up:** Go around the group at least twice (Fbk)
- 8) **Last Item:** Go around once more – ask them to share one thing what they are taking away they feel is most valuable & that they might use upon return.

**Last Tour Before Christmas ( #5)****Free HPM Employee Plant Tours**

**“Practical Employee Learning Exchanges”**

**Open to any HPM member company employee**

**Monthly: 2<sup>nd</sup> & 4<sup>th</sup> week from 9-11am.**

**Each Tour site will show:**

- A) 'Best Practice' they'd like to make better
- B) 'Suggestions Welcome' area

**To Register:** Call Nicole before preceding Friday to ensure security clearance ~ [info@hpmconsortium.com](mailto:info@hpmconsortium.com) 519-893-6260 ~ or, Reg at [www.hpmconsortium.com](http://www.hpmconsortium.com)

=====

**TOUR #5: Dec. 7<sup>th</sup> 9am to 11am. ~ Guelph**

**Where: Hammond Mfg. Ltd (Enclosures)**

394 Edinburgh Road N. Guelph. [www.hammmfg.com](http://www.hammmfg.com)

N1H 1E5. Host: John Kehoe: 519-822-2441

- A) See Main assembly line (after paint)
- B) Looking for your feedback in selected some areas

**These tours are for HPM'ers at NO COST**

- Aimed at employees who'd like to see other Mfrs!
- Twice per month – first come! **Register in advance...**
- Simply email Nicole at [info@hpmconsortium.com](mailto:info@hpmconsortium.com)
- Or phone Nicole at 519-893-6260
- See easier/different ways of doing what you are doing
- Limited to only 12 visitors at each site.

**LAST CALL ~ One more Week to go...  
Dec. 6<sup>th</sup> & 7<sup>th</sup> “The Lean Design Workshop” ~ Rockwell Canada**

This workshop presents a comprehensive set of practical, easily applied techniques for reducing the mfg cost of any product. Attendees will learn how to apply these powerful tools to real products, in real time, with high efficiency. The product development process represents the most complex, challenging, and poorly understood activity in business. However, *reducing mfg cost is the fastest and surest way to achieve a measurable increase in profits.* The practical tools in this workshop can be applied to both new product opportunities and existing successful products, require minimal organizational change, and can yield immediate bottom-line results. Slashing costs is a great place to begin your journey toward lean product development excellence.

The tools and methods are organized into an “itinerary” that follows the timeline of a typical product development project, **from initial idea generation to product qualification and launch.** Examples, exercises, and guidelines are provided for each tool to help decide whether that tool would be valuable in their situation. Attendees can quickly craft a cost reduction strategy that is optimal for their products & markets, and to get immediate results.

**Upon completion of this two-day interactive training session, participants will:**

1. Understand the true cost build-up of any product.
2. Utilize twenty cost “levers” to perform cost-reduction trade-offs.
3. Improve customer communication and value capture.
4. Identify synergy across product lines through flexible platform strategies.
5. Eliminate design waste through value engineering.
6. **Implement a simplified version of Toyota's 3P process.**
7. Use basic six-sigma tools to reduce variability and scrap.
8. Reduce touch labor and materials through Design for Mfg. and Assembly

## HPM Welcomes Tempress Ltd At Last Week's Board Meeting

### *HPM's Newest Board Member*

Last week's Board Meeting at **Hammond Manufacturing Ltd** in Guelph saw HPM Members unanimously approve the membership of **Tempress Ltd** 1230 Lakeshore Road East in Mississauga. President Bill McClean was very direct in expressing his company's view that "Participation in the Consortium brings a vehicle to accelerate the learning and implementation of World Class concepts throughout the organization."

Tempress is no stranger to the concept of Lean as they have begun to implement 5S, Pull Systems, Visual Management already which resulted in their being selected to host an Innovation Insights tour last month as a leader in Canada. In addition, Bill and his team presented at the AME Lean conference in Toronto last year.

Bill is looking forward "To the opportunity to continue our journey toward World Class with the assistance of the HPM Consortium."

Tempress' Production Manager, David Morgan was introduced to the membership by Willow's President Dennis Wild who sponsored Tempress for membership. David made the formal presentation to the members following which Tempress was inducted into membership.

#### Introduction to Tempress Ltd.

- Tempress Ltd. is a customer-driven, worldwide supplier of safety mixer valves and faucets for the plumbing industry. Because of their technology you and your family will not be subjected to changes in water temperatures when another tap is turned on in your home – or in hotels and institutions all over the world.
- Their goal is to be a recognized force in the global market through product innovations and development which creates customer success.
- They will accomplish this goal in an environment that recognizes the customer as their driving force, empowers their people to realize their potential, and that promotes good corporate citizenship.
- Tempress Ltd. is an ISO 9000:2000 registered company and is pursuing ISO 14000.
- Tempress is a wholly owned by Grohe – a world leading brand for extremely high quality faucets & taps, plumbing fittings, and sanitary systems for institutions. Their products are found at bathroom, kitchen and home specialty shops
- Grohe's tag line is – "Water Technology" and their Mission: GROHE sets the standards in quality, function and design as the world's leading brand for sanitary products and systems
- Canada's Tempress facility is a member of Grohe's family which includes locations in Hemer, Lahr, Porta Westfalica, Herzberg, Portugal, and Thailand

#### A Very Quick History

- 1966 Tempress Ltd. was one of the first producers of a pressure balancing shower valves based on a diaphragm principle rather than a piston type valve.
- 1982 Tempress II was introduced and has been sold extensively in Canada, USA, Great Britain and Europe.
- 1994 Tempress LTD purchased by Grohe from Danfoss.
- 1997 Facility expanded to increase production floor size and add offices for Grohe Canada to move into.
- 1998 Tempress Quality System was registered to ISO 9001.
- 2001 Tempress started the assembly of the Seabury and Geneva bathroom line for Grohe. The facility size was doubled. This positioned Tempress as a North American production facility for Grohe.
- 2003 The assembly of the Kitchen faucets Ashford, Alira and Ladylux began. As part of the Grohe International Manufacturing Strategy manual and robotic grinding and brushing, and passivation project started.