

**Volume 12, Issue 26** ☐ **June 27, 2005***Important Dates to add to your calendar...*

- ☐ **Jul 13, 11am-Noon + Lunch: "Long Term Sustainability of Continuous Improvement / Lean"**. Rockwell Automation's **Paul Deckert** will share his Edmonton presentation focusing on "Implementing & Sustaining Lean" MeasureUP for Success Conference. **Host: Orenda Aerospace**. Orenda is making **5 Seats available for HPM Members** – no charge, but must register in advance with Nicole @ 519-893-6260.
- ☐ **Jul 20, HPM GMT Meeting** These meetings are always open to any Board Delegate or Alternate at any time. Just let Nicole know you are coming. The GMT Meeting's not at Willow – will be at the HPM Office.
- ☐ **Aug 24, HPM Board Meeting, Host: Tempres for the first time will open their doors to the Board. They are doing remarkable things – with excellent innovative ideas to share. Also, new member presentation & possible interaction with Leadership coach and author - Jim Clemmer. Should be confirmed by next week.**

## **A Continuing HPM Initiative for HPM Members Practitioner-to-Practitioner Exchange** ... with 78 Practitioners ready & willing to help any other HPM Member And all you gotta do is ask!

All of the 78 folks who have signed up to field your calls, and help you if they can, have been contacted and **are looking forward to a phone conversation** to see if what you are looking for is what they can help with. In an HPM 'No-Blame Environment' the initial open discussion by phone is important to **ensure both sets of expectations are attainable** because there are so many, many variations on each topic that it pays to 'get aligned' first.

**To get access to the 78 person Practitioner Roster, you will need the password and login data from Nicole for your company.** Call or leave a message for her at 519-893-6260 and she will get the keys to you since the **Roster is on the "Member Side"** of the HPM Website. There is no cost for this.

And it is no big deal! A simple call to the person can open a conversation to see just how close your need and their help is aligned. And if it is aligned closely - super, you have just established a new link in your personal Knowledge Supply Chain for use when you need it.

## **Sometimes It's hard to appear objective ... even when you feel you are. This is one of those times.**

The Edmonton Conference was superb – and it is about to become the **Waterloo Area Conference June 12-16<sup>th</sup>**.

To let you in on some of the feedback may seem self-serving but heck, when it comes unsolicited you just know there is good value – as seen by a customer – that has to be shared. Here is only one of the many post-conference acknowledgements we have received from participants and Keynotes alike. And having met some of the Northern Steel people, I know how committed they are to making a difference that matters within their company. Read on... and if you want to call him feel free. There are no grounds for feeling that next year's Lean Conference will be less.

*"Hi Barbara, Brian and the rest of your AME/CME team,*

*I just wanted to thank you again for a fantastic conference in Edmonton. It was a privilege to be part of a conference where the exceptional quality of presenters and program content was exceeded only by the organization of the event.*

*The tools learned at this conference will help our company improve customer and employee satisfaction while becoming more competitive and more profitable. Thanks again to the AME/CME team for coordinating an outstanding 5 days and we look forward to the next Canadian conference in 2006!*

*Yours truly,*

Eduard Hausot, P.Eng, MBA  
Operations Manager

**Northern Steel Ltd.**

ph. (250) 561-1121

fax. (250) 561-0112

email. [ehausot@northernsteelltd.com](mailto:ehausot@northernsteelltd.com)

website. [www.northernsteelltd.com](http://www.northernsteelltd.com)

## **Here's a Neat Initiative From Our Sister Consortium in South Western Ontario**

**AfEE Members at their last Board Meeting agreed to take a hard look at what significant projects they would undertake over the coming year that could put their teams on the agenda of the coming Lean Regional Conference in Kitchener June 12<sup>th</sup> to 16<sup>th</sup>.** This worthy approach stemmed from the highly valuable participation by both HPM and AfEE Member companies. AfEE team members are still buzzing about the interest CEO's and corporate leaders showed in their presentation.

**Guess What... There Was Lean Long Before Henry Ford**

*In fact, Jim Womack indicated the presence of Lean Thinking in the making of the pyramids... so if it isn't new, why is it so darn hard for us?*

When we look at the powerful competitiveness-based reasons for Workplace Organization (alias 5-S), we wonder why it is so hard to get the habits and practices into place that actually make life easier and practices more **sustainable**.

We have often said in this Update, that **'5-S is NOT housekeeping – it is really Workplace Organization'**. So just for fun, let's take a look at what Workplace Organization methods were being considered and applied in *the kitchens in 1883* our great grand parents grew up. The source is **"The New Housekeeping – efficiency studies in home management"** by Christine Frederick, and Christine McGaffery. 1883 pp 51-54.

**STANDARDIZING CONDITIONS**

.... For "The New Housekeeping - 1883"

"To make my omelet, I take materials from icebox, turn a step to right, where I beat it on surface of cabinet, turn one more step to right for stove, and a last step to right lays it on the serving table, when I can carry it to kitchen.

On the return trip I take the soiled platter from dining-room directly to sink table, wheel left to sink, left to drain, and last, left to closet shelves.

I have drawn two diagrams which Show the making of an omelet under two arrangements of equipment. One is a steady track from icebox to dining-room; the other is a crossing and re-crossing like the tracks of a hound after a hare.

I have dwelt at length on this point, because it is the first

vital point, the heart, or crux, of the whole matter of "step-taking." It is so easy to have the equipment in right relations, but how many kitchens there are where the sink is next the pantry, where it is useless; where the stove and sink are adjacent; where the china shelves and the stove are alongside, with nothing to do with each other.

Efficiency engineers who have been called in to standardize the tasks in factories have, after examination, found that each separate operation was being done very well; but time and re-crossing of materials resulted in waste, because the main equipment was not in right relation to other processes in the same room or the same building.

***In general, I should lay down these simple rules for a right-handed person:***

1. Icebox or pantry to left of preparing table; stove to right of working table, and serving table to right of stove.

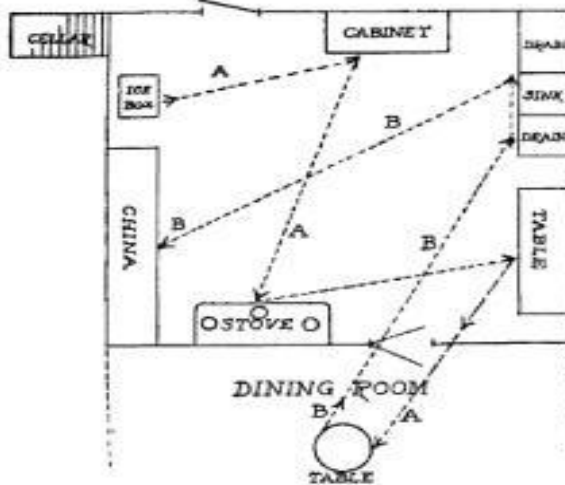


Diagram showing badly arranged equipment, which makes confused intersecting chains of steps, in either preparing or clearing away a meal. (A—preparing; B—clearing)

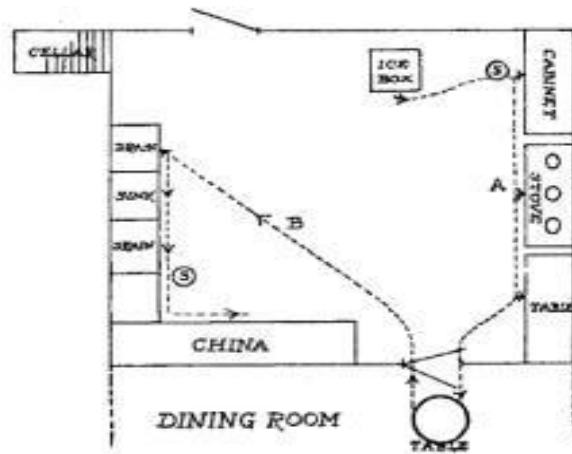


Diagram showing proper arrangement of equipment, which makes a simple chain of steps, in either preparing or clearing away a meal. (A—preparing; B—clearing)

2. Sink table to right of sink; drain to left of sink; closet or china shelves to left of drain.

As the next step in our standardization it is important that every bit of the main equipment, the sink, stove, cabinet top, and tables, are at the right height for the worker. Only at the right height can there be ease in working at their surfaces. The table found in chapter two will help any woman find the best height for herself; or she can by actual experiment of holding a pan on a small table, which a second person lowers and raises, adjust the most comfortable place for her arms to hold the pan or bowl.

After this comes the arrangement, or grouping, of small utensils in proper relation to the larger processes to which they belong. That is, there is a process of preparing, a process of cooking, and a third of serving any food. Now there are small utensils which are distinctly related to each group, and these should never be placed with the utensils of another group. In preparing food we use can-Opener, cleaver, egg beater, and bread knife. These should be hung near the preparing table or cabinet top. The special small cooking utensils are skimmer, pancake turner, and long fork and large spoon, which should be hung near or over the stove.

Last, the serving tools are the colander, strainers, and similar utensils; these should be over or near the serving table. Too often the utensils are all hung together, or jumbled in a drawer. Why reach across the stove for the potato masher when it belongs over the table? Why walk to the cabinet for the pancake turner when you need it for the stove.

*The above was extracted verbatim from the wisdom of folks from 122 years ago... Just imagine the competitive achievements we would have if we were to systematically build upon every achievement as we drive waste out of everything that we do while adding value for the customer."*

Here's a closing quote from Don Kivell who sent the above insight along this week (Thanks, Don):

*"I get a little discouraged sometimes when I do a little workshop and people say things like "we have seen this before" or "this is not new." They are absolutely correct. They are concepts that in some cases are centuries old and yet they are not being implemented by the very people who are quick and willing to criticize."*

**"Luck is a matter of preparation meeting opportunity."**

Oprah Winfrey

**"I may have many faults but being wrong isn't one of them"**

Jimmy Hoffa

## Contemplations for a Summer Afternoon at the Beach

*...oh what 30 years can mean*

1974: Long hair  
2004: Longing for hair

1974: KEG  
2004: EKG

1974: Acid rock  
2004: Acid reflux

1974: Moving to California because it's cool  
2004: Moving to California because it's warm

1974: Trying to look like Marlon Brando or Liz Taylor  
2004: Trying NOT to look like Marlon Brando or Liz Taylor

1974: Seeds and stems  
2004: Roughage

1974: Hoping for a BMW  
2004: Hoping for a BM

1974: The Grateful Dead  
2004: Dr. Kevorkian

1974: Going to a new, hip joint  
2004: Receiving a new hip joint

1974: Rolling Stones  
2004: Kidney Stones

1974: Being called into the principal's office  
2004: Calling the principal's office

1974: Screw the system  
2004: Upgrade the system

1974: Disco  
2004: Costco

1974: Parents begging you to get your hair cut  
2004: Children begging you to get their heads shaved

1974: Passing the drivers' test  
2004: Passing the vision test