

Working together for success

Increasingly, businesses are improving collaborative processes with employees. These companies have good reason for taking these steps – empowering employees improves the bottom line.

1. Challenge

A major U.S. paper mill, operated by a leading paper manufacturer, was experiencing both a loss in quality and low throughput.

2. Findings

Ineffective management of technical personnel.

Poor communication between management and operators.

3. Goals

Incorporate a proactive approach to supervision and management.

Improve the flow of information from operators to management.

4. Recommendations

Install management systems to change the image of supervision from reactive/passive to proactive.

Design and install systems that give managers the information necessary to effectively control all functions within their areas.

Train shift managers, superintendents, and managers to understand and use the new systems and management concepts.

5. Results

Management and employees worked together to put the proposal into action, resulting in an annualized savings of \$8,375,000.