

Clampco Clips August 2019

A Note from the desk of: Jason Venner, HR Manager

Being Aware of Clampco Quality Metrics

Using available data in order to track progress and/or make decisions has become the norm in business these days. Data can be called many things, but we refer to it here as a “metric.” A metric then contributes to what is known as a Key Performance Indicator, or a “KPI.” Boiled down further, a KPI is sort of like a quick reference, or a “pulse” showing how we’re performing as a Company overall.

Of the bucketloads of information available to us, Management has identified 3 main Key Performance Indicators of which we want to make you aware:

- Parts Per Million (Defective)
- On Time Delivery (OTD), and
- Headless Errors

Going forward, we want you to know how to refer to these if you happen to be approached by an auditor who asks “how well the company is doing?” Dale Ptak and Shauna will be coordinating the display of these monthly metrics on the televisions in the lunchroom so that it’s easy for you to remember.

So, what are these “big 3” metrics?

- Parts Per Million is calculated by the number of defective parts divided by the number of clamps shipped in a certain time frame, and then multiplied by 1 million. Our target is 63 PPM or below. Our true goal however, is 0.
- On Time Delivery is MASSIVELY IMPORTANT in our time-sensitive world. We aim for an all-encompassing 98%, or better, delivery rate with our customers. This is one of the reasons why Clampco gains additional business and can pick up accounts that fall through the cracks with our competitors, because WE CAN DELIVER!
- Headless Errors are also important. Headless errors are errors that could have otherwise been prevented; meaning, the employee knew the procedure or process, but didn’t pay attention to detail and a mistake resulted from that action.

As these KPI metrics are displayed in the coming months on the lunchroom televisions, feel free to ask your Managers or Supervisors about what they mean and how you have an impact on the overall performance of Clampco.

Remember, we’re nothing without our customers, so being educated on how your everyday actions can affect overall Company performance is quite important.

Positive Awareness Awards:

Debbie Snelgrove
Lisa Kasserman
Nick Mika
Jackie Morrison
Predrag Zelkovic

Jon Horner
Alyssa Crebs
Suzanne Perry
Susan Brand
Sue Komjati

Positive Awareness Awards:

Cathy Bricker
Suzy Motich
Erika Hercula

Dragica Gerbez
Dwanda King
Angela Dingess



WHO'S WHO AT CLAMPCO

NAME: Mark Herdman

DEPARTMENT/SHIFT: 1st Shift Toolroom

NORMAL DAY CONSISTS OF: My tasks vary from day to day from re-cutting worn out die components or making brand new ones for productions tooling or fixturing. My job is achievable by use of CAD/CAM design for programming and operating milling machine.

FAVORITE PART OF MY JOB: Taking a raw piece of material and being able to turn it into something using a computer and a milling machine

MY HOBBIES: Woodworking, hiking, motorsports and spending time with the family

The Safety Corner



First Aid Preparedness

Before Injuries Occur

There are multiple things every worker should be aware of when it comes to providing first aid even if they are not one of the employees directly responsible for responding to injuries. Some key points every worker should be aware of:

- Understand what is expected if you come upon an injured worker. (*Discuss your company's policies/procedures*)
- Understand what actions you would need to take if you are injured yourself.
- Know who to call and how you can reach them in every type of emergency situation. (Radio/ phone/ voice, etc.)
- Ensure you know a secondary person to contact in case the primary contact is not around.
- Ensure you are able to explain your location when you call for help so assistance is not delayed.
- Know where emergency equipment is located in your work area.

Ensuring You Are Prepared if Injuries Occur

- Do not just assume someone else is responsible for responding to an injury and you do not need to understand the points mentioned above. In emergency situations, many things could go bad or unforeseen circumstances can change how assistance is rendered. Giving thought to what you would do in certain situations before they occur is key to being able to adjust when the circumstances do not go as planned.
- Some actions to take to ensure you have a plan if you or a coworker is injured:
- Understand the hazards of your work and the injuries that are most likely to occur while completing the work.
- Pay close attention to what is said during safety training relating to emergency preparedness or injury response.
- Read any emergency response information that is posted in your work area.
- When evaluating your work tasks ask yourself what could go wrong and what your response would be in different emergency situations.
- Ask a supervisor or safety representative for clarification or advice about specific procedures when it comes to what possible injury scenarios you could experience.

Summary

The best-case scenario is that you are never part of having to respond to an emergency or give assistance to an injured coworker. For many workers this unfortunately will not be the case. At some point it is very likely you will have to play a role in getting assistance for an injured coworker. Understand ahead of time what the plan is for different injuries. Make sure you have a backup plan if the go-to plan will not work. This knowledge can make the difference in saving a coworker's life. – *Ian Underation, Safety Director*