

EMPLOYEE DRIVEN IMPROVEMENTS (EDI)

Last month, a few staff members here at Inverness attended a HOPS (Honest, Open, Problem, and Solving) methodology course, hosted by Guido Kuypers and Koen Heyrman.

This gave us an introduction and provided us guidance / training on how to create an 'Employee Driven Improvements (EDI)' platform, something that has proved to be successful in Genk.

We are currently rolling this out to our Blending, Forming and Pressing areas.

EDI is aimed at providing a platform and additional opportunities for our shift personnel (Quality Department, Press Operators, Shift Fitters and Shift Electricians, from all 5 Crews) to get their ideas across and be heard a bit more clearly on issues, observations, ideas or concerns they have relating to these specific areas.

Morning meetings are held daily and everyone, particularly the Press Operators themselves, are encouraged to host meetings. Senior Management, Maintenance Supervisors, Technicians, Shift Electricians and Fitters all attend and we have Honest, Open, Problem Solving conversations to try and resolve matters that may crop up.

We also have separate meetings, where it is just the Press Operators, Shift Electricians and Shift Fitters in attendance, this provides the ones who may be less confident in speaking in a crowd, an opportunity to get their ideas across, giving another opportunity for people to get their thoughts across to find solutions.

There is a requirement for everyone to get involved, participate, and take ownership of certain actions that may come out of these meetings, without this, we will not be successful in our achieving our goals.

The aim ultimately is to roll this out to all the other areas in our process, which in turn will help push Safety, Quality and Production even further.

EDI has not been put in place to replace Operator Driven Reliability (ODR) either, it is to work alongside it.

A quote from Koen Heyrman (Trainer and Coach) - "Words create worlds. That's one of the principles I adhere by in working with teams. And you know what,



the EDI team members called each other 'chaps'. Being Belgian, English is not my mother tongue. So there surely will be nuances I don't fully get. But I think it translates itself something like 'kerel'. And for me "kerel" (kerels as plural) has the connotation of a person (teasingly) challenging you, but with a big portion of love. (And if the love is not included, it's more of an insult, that said in the right tone of voice, could get you into trouble).

Whilst if you know each other, it's a mark of respect, because you know what the other stands for: Competent, has your back, pulls up their sleeves and comes and helps you. And for sure, that's also how I experienced them during the training: Straightforward and solution focused.

So, if permitted guys, I'll address you as 'chaps' next training."

Words by

Richie Paul

Team Leader (Screening, Blending & Forming).