



Focus on What Matters Most

Carrie Stordahl and Alan Gasvoda

Manufacturing Development Managers

Golden and Milwaukee Breweries

MillerCoors

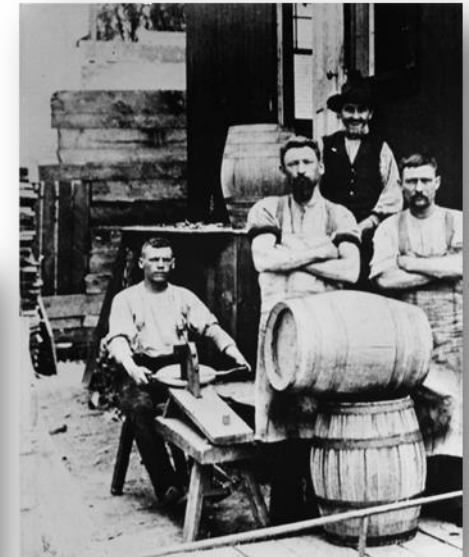
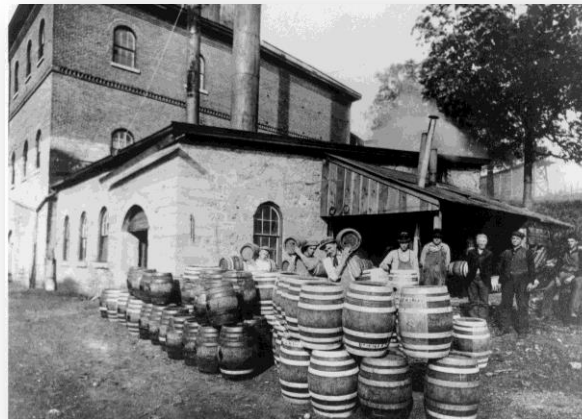




Today

- MillerCoors
- Our Operational Excellence Model
- Golden Brewery
- Strategy Development Process
- Day to Day Execution

A rich history: founding families

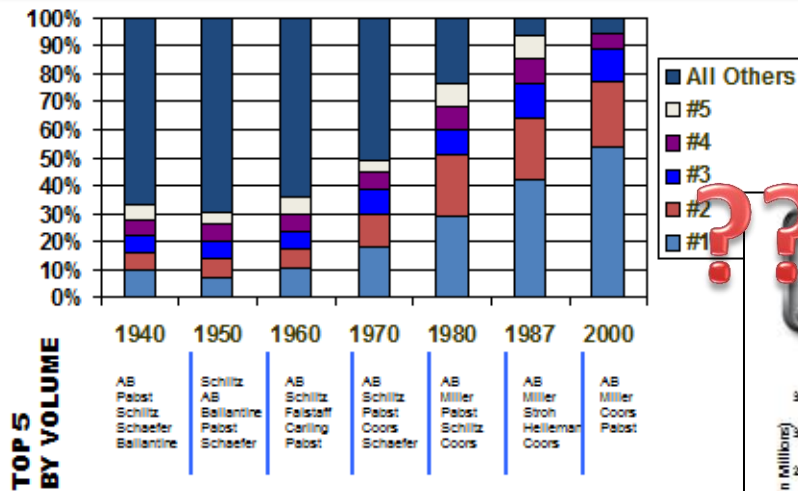


To our brands today ...



The industry

In the not too distant past ...



Today

Craft Growth: 2005 to 2016 (Projected)



Craft (current) +16.2
 Craft (most likely) +12.1
 Craft (worst case) + 8.1



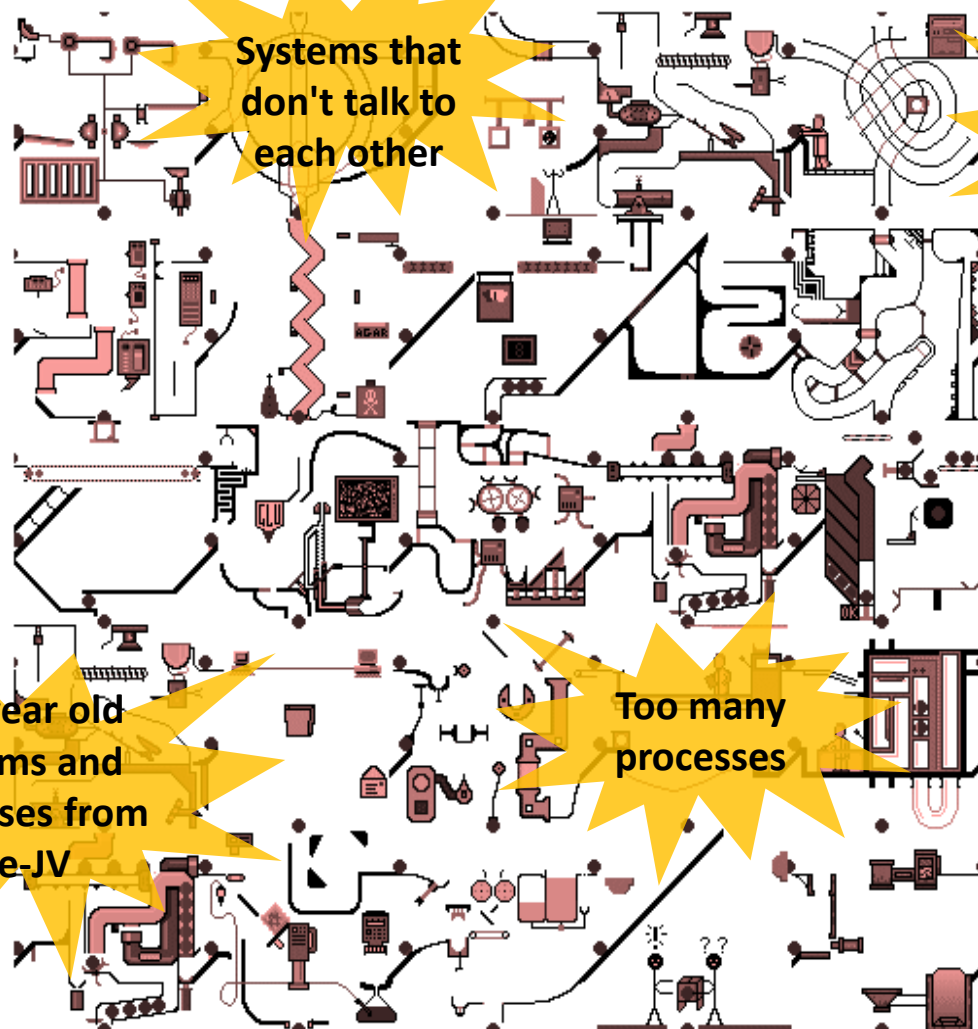
More US breweries than ever



Our way of working...



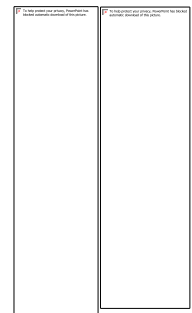
START



Many ways to work

**10+ year old
systems and
processes from
pre-JV**

**Too many
processes**



FINISH



OUR WAY TO WORK TOGETHER TO DELIVER WORLD-CLASS RESULTS



MillerCoors Manufacturing Way

What Makes This Our Way?



Our Beliefs

- People are valued
- Continuous improvement
- Execute with excellence
- Focus on customers



Capability and Competency

- Grow leaders at all levels
- Culture of engagement
- Continuous learning
- Competency Acquisition (CAP)
- Collaborate to learn
- Share and apply knowledge



Team Framework

- Cross-functional, self-sufficient teams
- Process focused business units
- Broad, whole jobs
- Standard: work, jobs, roles, structure
- Safety, maintenance, quality, short interval control & problem solving at source



Best Practices

1. 5S
2. Teamwork
3. Performance Measurement & Control
4. Focused Improvement
5. Autonomous Maintenance
6. Asset Management
7. Quality Management
8. Manufacturing Flexibility
9. Health & Safety Management
10. Leading and Managing Change
11. Environmental Management

Golden Brewery



Golden Brewery

- ◉ Founded in 1873 selling 3500 barrels
- ◉ Volume
- ◉ 16.9M bbls packaged (2008)
- ◉ 10.5M bbls packaged - (2014)
- ◉ 12M square feet under roof
- ◉ Golden Valley stretches across 5.5 miles
- ◉ Approx. 1000 MillerCoors employees
- ◉ One of the largest single site brewery in the world



Focused Disciplined Execution...

- **Winning In Beer 2.1**



What We Do

- **Build Capabilities**
- **Standard Processes**



**FOCUS
EXECUTION**

**H
O
W**

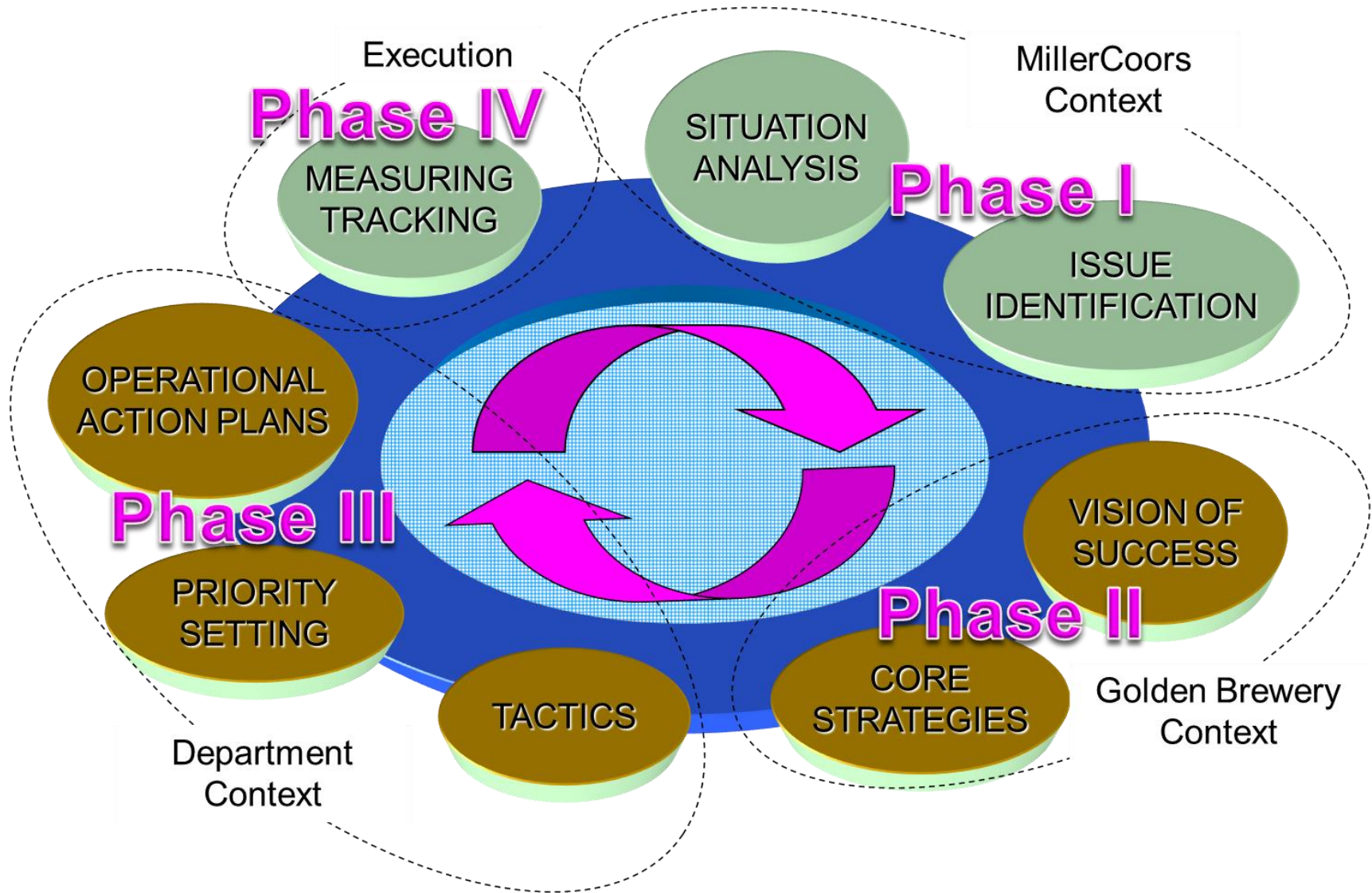
Alignment



- **Short Interval Control**
- **Teamwork**

- **Structured Communications**
- **Problem Solving**

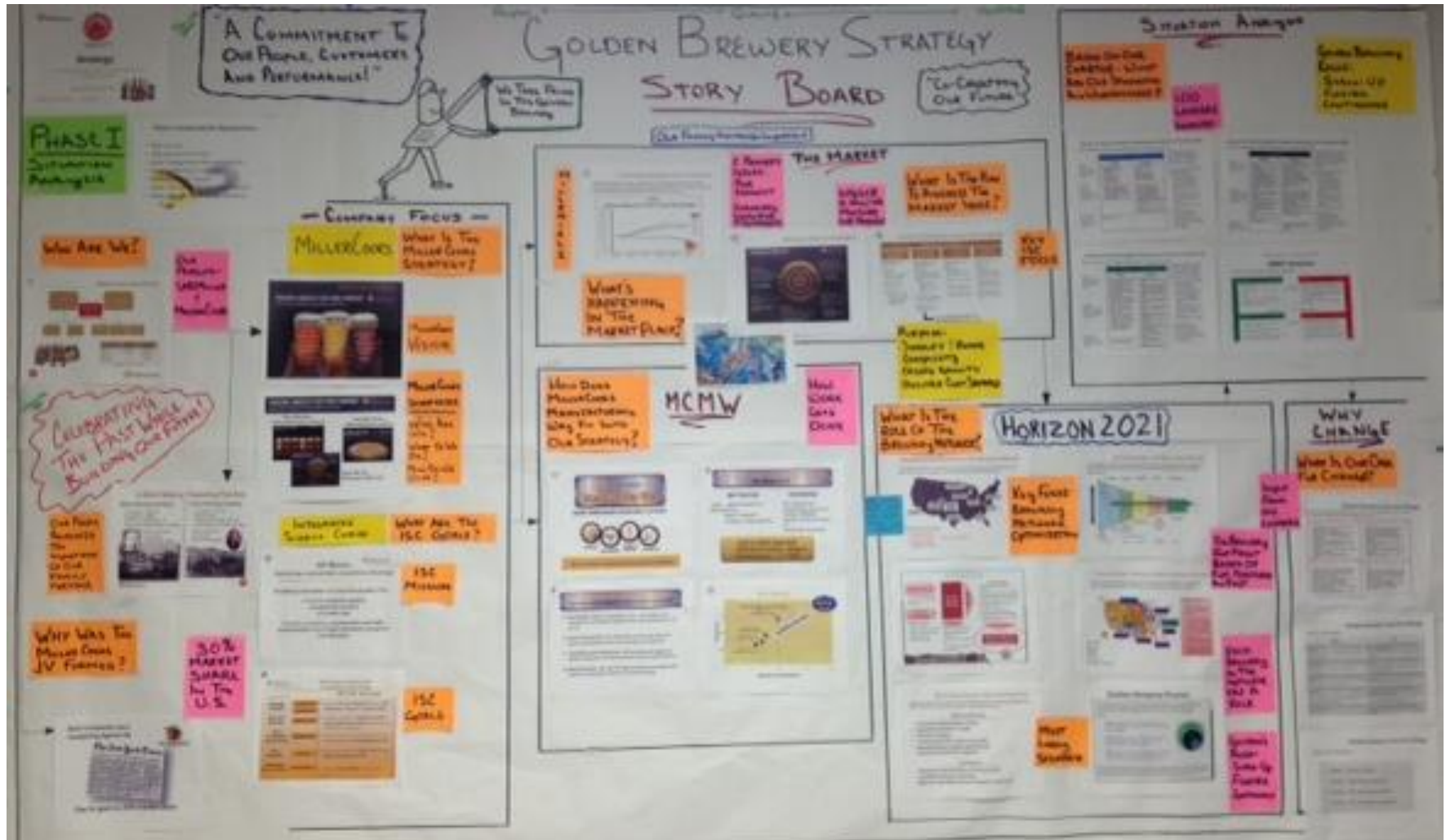
4 Phase Strategy Approach



Strategy Approach

- **Co-Create the content with a broad group of people**
- **Use the Storyboard to tell the Golden Brewery strategy story**
- **Build the army**
- **Drive to completion & track progress**
- **Utilize a variety of media to communicate and connect with people**
- **Recognize the Strategy is a “Living” Document**

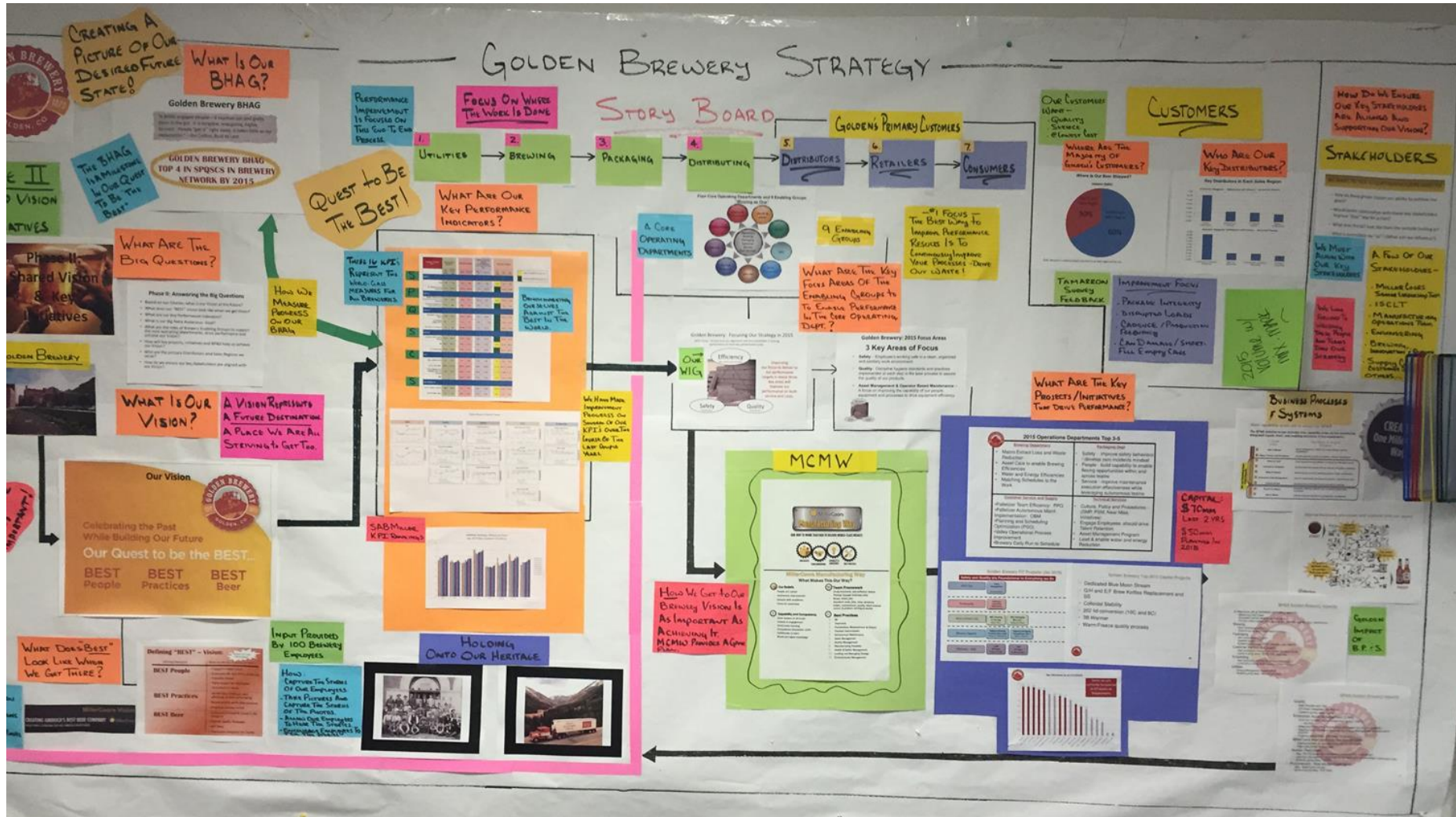
Phase 1 Storyboard



Phase II Answering the Big Questions

- Based on our Charter, what is our Vision of the future?
- What does our “BEST” Vision look like when we get there?
- What are our Key Performance Indicators?
- What is our Big Hairy Audacious Goal?
- What are the roles of Brewery Enabling Groups to support the core operating departments, drive performance and achieve our Vision?
- How will key projects, initiatives and BP&S help us achieve our Vision?
- Who are the primary Distributors and Sales Regions we serve?
- How do we ensure our key stakeholders are aligned with our Vision?

Phase II Storyboard



Four Core Operating Departments and 9 Enabling Groups

"Winning as One"



2015 Operations Top 3

Brewing

- Beer Loss
- Asset Management
- Water and Energy Efficiencies

Packaging

- Safety
- Build Employee capability
- Packaging Efficiencies

Customer Service & Supply

- Palletizer Efficiencies
- Asset Management
- Streamlined Scheduling

Technical Services

- Employee engagement and culture
- Asset Management
- Water and Energy Reductions

Strategy Execution

“Brilliant strategy when coupled with mediocre execution always ends up generating disappointing results”

Book: Executing Your Strategy – by: Morgan, Levitt, Malek

What Is Strategy Execution

- Execution requires a **focus** on common goals and KPI's.
- Execution is about individual and team **accountability**.
- Execution requires a disciplined **Cadence** in using a standard set of processes and tools.

Cascaded KPI's

Winning in Beer 2.1 and SPQSCS

Transform Our Portfolio

- Take share in Premium Light
- Accelerate share in Craft and Import
- Realign our enduring Specialty business
- Build a presence in emerging specialty segments
- Deliver consumer-relevant quality

QUALITY:
Leveraging our powerful brands

Fuel Growth

- Strengthen and standardize our work systems and processes
- Deliver differentiated capabilities in strategic areas
- Establish a customer-driven supply chain
- Realize cost savings to accelerate top-line growth

COST: Maximizing our resources



Engage

- Build a high
- Engage
- Develop and
- Build an in

SAFETY:
Building culture

Earn Customer Preference

- Deliver best-in-category real location
- Drive disproportionate growth in share
- Scale franchise efforts, distributor network
- Accelerate local brand building

SERVICE: Building

Integrated Supply Chain SCORECARD

Key Performance Indicator	MONTHLY RESULT	YEAR TO DATE	Low Threshold	TARGET	High Threshold
1. TCIR	1.92	2.62	2.0	2.0	2.4
2. Engagement	Reported Annual				
3. Diversity and Inclusion	Reported Annual				
4. GEMS Maturity	Reported Annual				
5. Global Ranking	Monthly = YTD				
6. Consumer Complaints	26.2				
7. MCTS Drive to 9	99.5%				
8. Distributor Out of Stock (Base)	1.22%				
9. Distributor Out of Stock (NEB)	1.85%				
10. Yard Dwell Time > 48 hrs.	6.50%				
11. ISC Flex Plan	(\$4.3M)				
12. Cost Savings Delivery	\$7.8M / \$6.6M				
13. Energy Usage (Mj/hl)	131				
14. Water Usage (Hl/Hl)	3.45				
15. MWBE Spend (TBD)	\$29.84M				



Updated November 2014

2015 Manufacturing Ops Scorecard

Safety

Total Case Incident Rate (TCIR)

People

Employee Engagement Index
GEMS Maturity
Global Ranking

Quality

Brewery Quality Index (BQI)
Consumer Complaints
Brewery Hygiene

Service

Loaded Compliance
Machine Efficiency (ME)
Factory Efficiency (FE) Unadjusted
Run to Schedule (RTS)

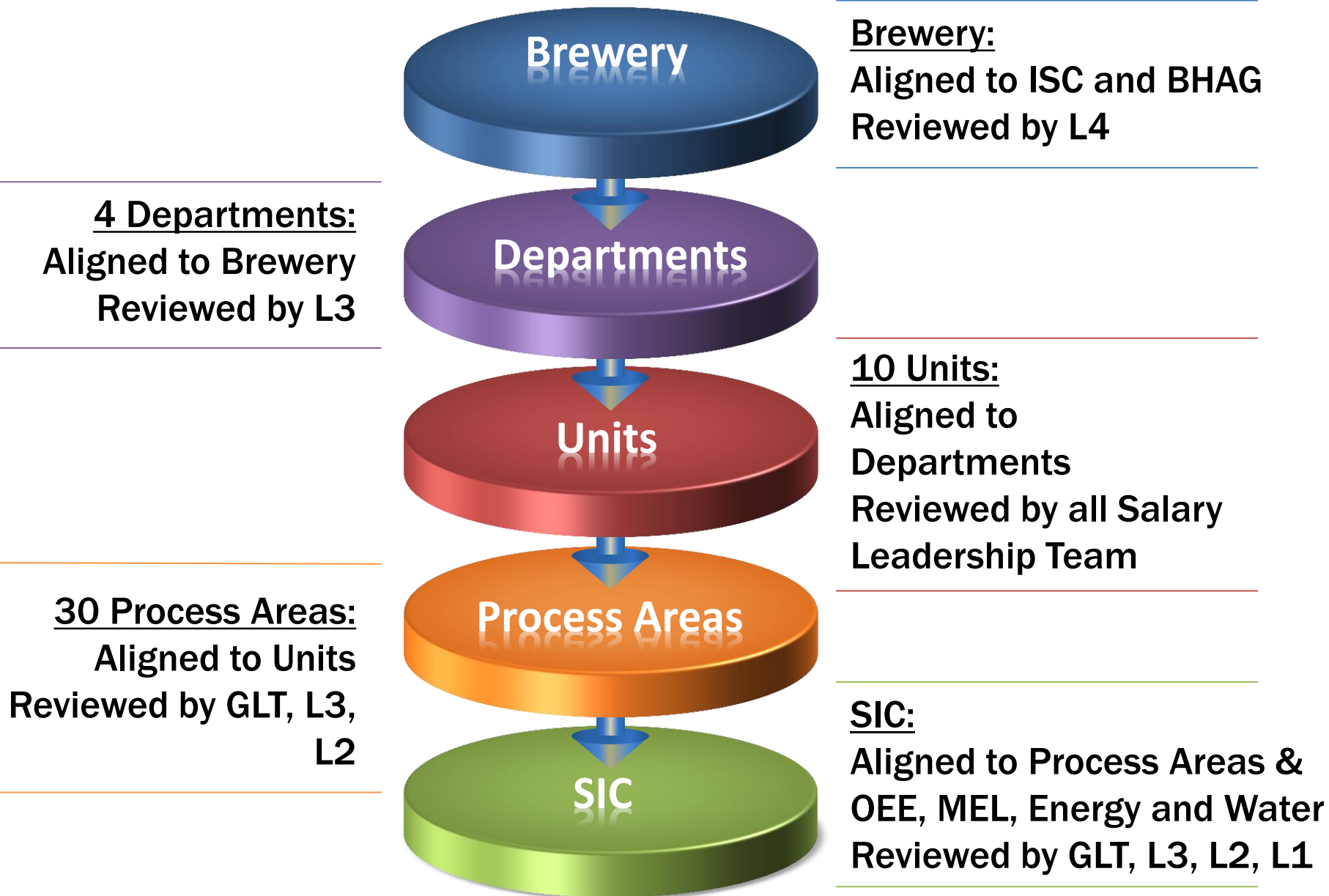
Cost

Barrels Per Labor Hour (Bbl/Labor Hour)
Total Cost Per Barrel (Cost/Bbl)
Maintenance Cost per Barrel
Macro Extract Loss (MEL)

Sustainability


Energy Usage (MJ/HL)
Water Usage barrel per barrel (Bbl/Bbl)
Environmental Deviations

Vertical Alignment Cascaded KPI's: ISC to Teams



Cascaded Standard Scorecards

Brewery – L4

GOLDEN BREWERY SCORECARD - 2013 delivering performance						 GOLDEN BREWERY BRAND TOP 40 IN INDUSTRY IN BREWERY NETWORK BY GOLDEN
KEY PERFORMANCE INDICATORS (KPIs)	MARCH RESULTS		YEAR TO DATE RESULTS		GOLDEN RANK IN ALL BREWERY NETWORK	
	ACTUAL	TARGET	ACTUAL	TARGET		
SAFETY	ENGAGE PEOPLE					
	Days Away Restricted and Transfer Cases (DART) (#)					
	1.08	1.49	2.54	1.49	6	
	Safety Management Process (SMP) (Points)					
	89.0	90	84.0	90	6	
PEOPLE	ENGAGE PEOPLE					
	MCMW Adherence to Plan (%)					
	92%	85%	82%	85%	n/a	
	CAP - Packaging: Ops Basic (%)					
	47.0%	70%	49.2%	70%	n/a	
	CAP - Packaging: Alpha (%)					
	0.0%	15%	0.0%	15%	n/a	
	Employee Engagement Adherence to Plan (%)					
	70%	85%	65%	85%	n/a	
QUALITY	TRANSFORM THE PORTFOLIO					
	Consumer Complaints (per 100k shipped bbls) (#)					
	22.5	24.6	20.6	24.6	8	
	Brewery Quality Index (BQI) (%) *TIP*					
	83.0%	90.0%	82.9%	90.0%	8	
	Right the First Time (RTT) - Micro Compliance (%)					
	93.3%	88.5%	92.6%	88.5%	6	
SERVICE	EARN CUSTOMER PREFERENCE					
	Brewery Run Cadence (%)					
	99.1%	98.9%	99.1%	98.9%	2	
	Loaded Compliance (%)					
	91.2%	91.1%	92.6%	91.1%	5	
	Machine Efficiency (ME) (%)					
	69.1%	71.1%	68.4%	71.1%	8	
	Overall Equipment Effectiveness (OEE) (%) *TIP*					
	68.6%	69.1%	67.7%	69.1%	8	
COST	FOCUS GROWTH					
	Total Cost / bbl (includes depreciation) (\$)					
	\$28.28	\$25.97	\$24.42	\$23.33	7	
	Bbls per Total Labor Hour Worked (#)					
	4.80	4.60	4.70	5.12	7	
	Maintenance Materials Cost / bbl (\$) (\$)					
	\$2.89	\$3.06	\$2.46	\$2.16	7	
	Waste \$ / bbl (\$) *TIP*					
	\$2.24	\$2.01	\$2.17	\$1.89	8	
SUSTAINABILITY	EMBERGE SUSTAINABILITY					
	Energy Usage (MJ / HL) (#) *TIP*					
	175.0	211.0	183.0	211.0	8	
	Water Usage (bbl / bbl packaged) (#) *TIP*					
	4.03	4.11	4.37	4.11	8	
	Waste to Landfill (tons) (#)					
	25	10	27	10	n/a	

Cans Unit – L2

CANS BUSINESS UNIT SCORECARD - 2013 delivering performance														 GOLDEN BREWERY BRAND TOP 4 IN US LAGER BEER IN BREWERY NETWORK BY 2015			
KEY PERFORMANCE INDICATORS (KPIs)	MONTHLY RESULTS												YEAT TO DATE				
	JAN ACTUAL	FEB ACTUAL	MAR ACTUAL	APR ACTUAL	MAY ACTUAL	JUN ACTUAL	JUL ACTUAL	AUG ACTUAL	SEP ACTUAL	OCT ACTUAL	NOV ACTUAL	DEC ACTUAL	TARGET	ACTUAL	TARGET		
ENGAGE PEOPLE																	
Days Away Restricted and Transfer Cases (DART)	8.74	0.00											0.95	4.9	0.95		
Safety Management Process (SMP) (Points) *TIP*	70.5	92.5											90	81.5	90		
ELEVATE PEOPLE																	
MillerCoors Manufacturing Way (MCMW) Adherence to Plan (%)	0.0%	0.0%											85.0%	0.0%	85.0%		
Capability Acquisition Process (CAP) - Employees Rated Ops Basic (%)	0.0%	0.0%											50.0%	56.0%	70.0%		
Capability Acquisition Process (CAP) - Employees Rated Alpha (%)	0.0%	0.0%											15.0%	0.0%	15.0%		
ELEVATE BRANDS																	
Consumer Complaints (complaints/month) *TIP*	41.8	30.0											34	71	108		
Right the First Time Microbiological Compliance (RTT Micro) (%)	72.0%	72.5%											88.5%	72.4%	88.5%		
Total Package Oxygen (TPO)	0.30	0.20%											0.15	0.30	1.5		
FBI	0.0%	0.7%											45	439	459		
EARN CUSTOMER REFERENCE																	
Run to Schedule (R2S)	80.8%	79.4%											85.0%	80.3%	85.0%		
Overall Equipment Effectiveness (OEE) *TIP*	64.3%	64.4%											67.4%	65.4%	67.4%		
Machine Efficiency (ME)	67.9%	67.3%											73.0%	68.7%	73.0%		
% Breakdown	38.0%	38.3%											40.0%	38.2%	40.0%		
% Operator Based Maintenance (OBM)	6.4%	6.9%											12.0%	8.3%	12.0%		
% Schedule Adherence	71.8%	82.0%											85.0%	75.0%	85.0%		
ELEVATE COSTS																	
Cost/BBL (\$/BBL)	\$2.97	\$3.21											\$2.70	\$3.07	\$2.44		
Maintenance Cost/BBL (\$/BBL)	\$0.49	\$0.45											\$0.41	\$0.44	\$0.33		
Can Line Beer Loss (Macro Extract Loss) (%) *TIP*	3.79	3.89											3.10	3.65	3.10		
BBL / Labor Hour (BBL)	24.31	23.00											24.29	23.72	23.86		
Packaging Can Loss (%)	0.76%	0.79%											0.70%	0.79%	0.70%		
EMBRACE RESPONSIBILITY																	
Adherence to Energy Reduction (MJ/HL)	22	6.0%											3	7	3		
Adherence to Water Reduction (BBL/BBL)	1.29	0.0%											0.0%	0.0%	0.0%		

Packaging -L3

PACKAGING DEPARTMENT SCORECARD - MARCH 2013 delivering performance

GILBEY BREWERY PLANT
 TOP 4 IN PROCESS
 IN BREWERY NETWORK BY 2015

KEY PERFORMANCE INDICATORS (KPIs)

		MARCH RESULTS		YEAR TO DATE RESULTS	
		ACTUAL	TARGET	ACTUAL	TARGET
SAFETY	ENGAGE PEOPLE				
	Days Away Restricted and Transfer Cases (DART)	2.74	1.86	2.69	1.86
PEOPLE	Safety Management Process (SMP) (Points)*TIP*	88.0	90.0	82.3	90.0
	ELEVATE BRANDS				
QUALITY	Capability Acquisition Process (CAP) - PKG Employees Rated Ops Basic (%)	47%	50%	50%	70%
	Capability Acquisition Process (CAP) - PKG Employees Rated Alpha (%)	0%	15%	0%	15%
SERVICE	MillerCoors Manufacturing Way (MCMW) Adherence to Plan (%)	67%	85%	24%	58%
	Employee Engagement Survey Adherence to Plan (%)	85%	85%	28%	58%
COST	FUEL GROWTH				
	Brewery Quality Index (BQI) - Packaging *TIP*	65.15%	82.00%	66.82%	82.00%
SUSTAIN	Consumer Complaints (complaints/month)	114	94	133	94
	Right the First Time Microbiological Compliance	93.30%	88.50%	92.58%	88.50%
	FAIR PACKAGING EFFICIENCY				
	Run to Schedule (R2S)	78%	85%	79%	85%
	Overall Equipment Effectiveness (OEE) *TIP*	68.8%	69.1%	67.3%	69.1%
	Machine Efficiency (ME)	71.5%	71.1%	70.4%	71.1%
	FUEL GROWTH				
	Barrels Packaged per Labor Hour (bbl/hr)	11.50	11.50	12.05	14.10
	Total Packaging Cost per Barrel (\$/bbl)	\$5.17	\$5.65	\$5.06	\$5.90
	Packaging Maintenance Cost per Barrel (\$/bbl)	\$0.58	\$0.73	\$0.61	\$0.57
	Packaging Beer Loss (Macro Extract Loss) (%) *TIP*	3.1%	3.1%	3.5%	3.1%
	Packaging Container Loss	1.80%	0.95%	0.71%	0.95%
	EMITTED POLLUTANTS				
	Energy Reduction - PKG Only (MJ/Hl)	6.90	3.00	7.05	3.00
	Water Reduction - PKG Only (bbl/bbl)	0.004	0	0.02	0.05
	Waste to Landfill - Brewery (tons/month)	27	10	82	30

Strategy Translated Into Daily Execution

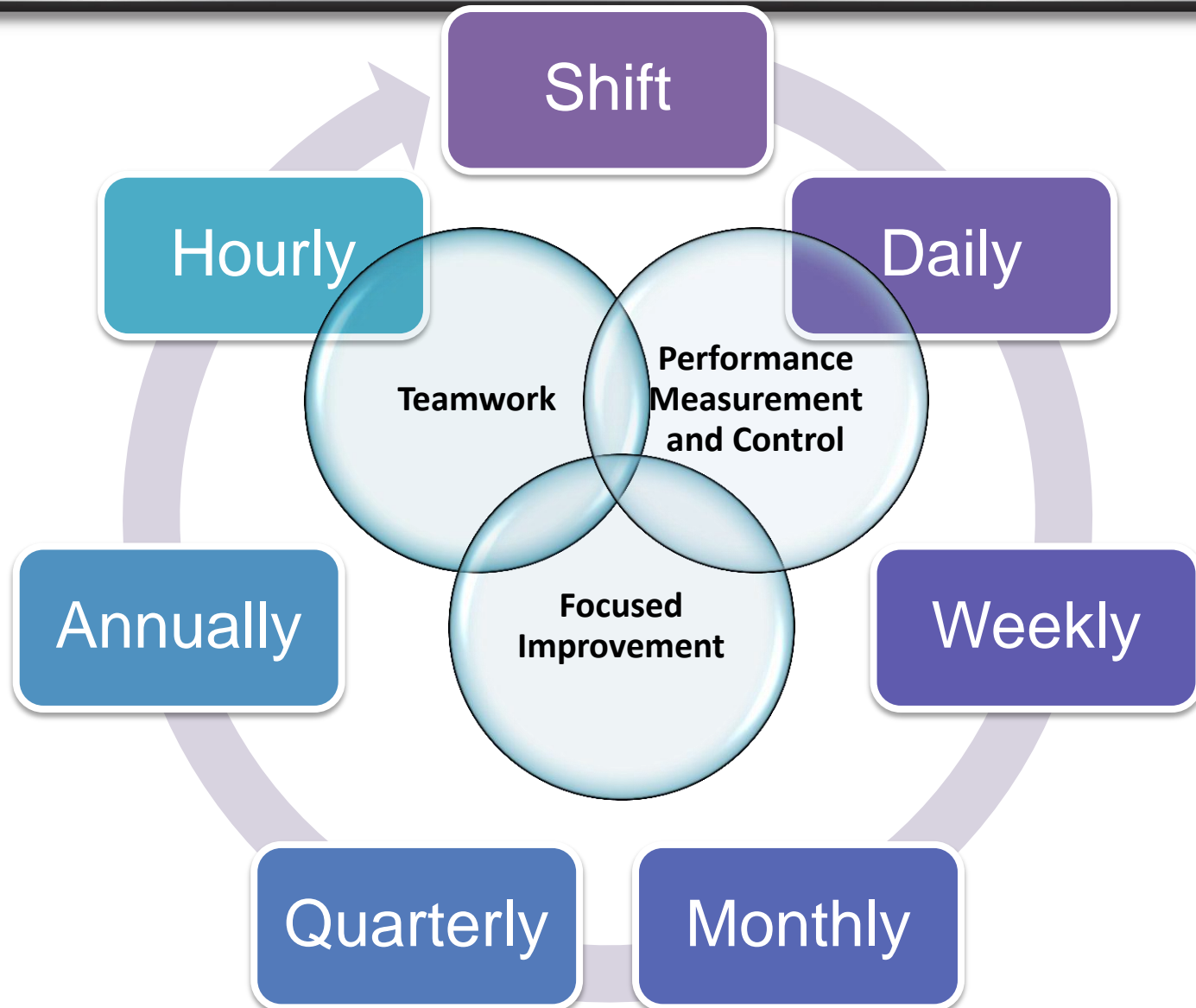
- **Strategy deployment... more than words**
- **Structured Communications**
- **Short Interval Control**
- **Problem solving**
- **Build winning teams**
- **Drive to simplify**

Structured Communications

Quite Simply...

- **How we know we are driving performance and winning**
- **How we create an environment to enable us to win and be successful**
- **How we use laser focused, disciplined processes to help us win**

Structured Communications is a Business Process



Structured Communications

- 12 minute shift meeting
- Team KPIs
 - Tracked across a shift 8-12 hours
- Gap list with escalation process
- Problem solving (1 page 5 why sheet)
- Top 3 Focus for the shift
- Entire team involved with clear roles

Standard Team Rooms

SCORECARDS

[illegible]



UNIVERSITY OF THE PHILIPPINES
 Division Office - Marikina City
 Marikina City, Philippines

TEAM CHARTER

SAFETY COMMITMENTS



TEAM DYNAMICS

What are the Team Stages of Development?



SAFETY COMMITMENTS



AGENDA

	
Shift Meeting Agenda	
<i>Duration is 12 minutes at shift meeting hour.</i>	
Purpose: Provide to team members information to be successful	
Safety Moment & Recognition	
Life Safety Topic Team and Individual Recognitions	2 Mins
Review of Prior SQSCS Results	
Top 20 Items Aug-2017	2 Mins
Review Shift Plan for Success	
Staffing Assignments Staffing Handoffs Maintenance, Cleaning, & 50 Activities	2 Mins
Gap List Review	
Identify Gaps, Action Required & Gap Feedback	2 Mins
Top 3 Focuses for the Day	2 Mins
General Communication & Escalation	2 Mins
Face to Face Hand Over	
<i>Duration is 3 minutes at equipment or work area</i>	
Purpose: Provide incoming team members specific information from outgoing team member to be successful	
Face to Face Handover	3 Mins

[illegible]

ATTENDEES/ ROLES

 <h2 style="text-align: center;">SHIFT MEETING ROLES</h2>						
ROLE TITLE	ROLE DESCRIPTION	SHIFT 1 PERSON	SHIFT 2 PERSON	SHIFT 3 PERSON	SHIFT 4 PERSON	SHIFT 5 PERSON
PACKETTOR	HAND OUT PACKET INCLUDE CONSENTION SHIP TIME PACKAGING PROVIDER REGISTRATION RESOLUTION ISSUES					
TIMEKEEPER	START MEETING ON TIME CONVERT TO TIME IN AGENCIES END MEETING ON TIME					
UPDATE EXEMPTS	CORRECTLY UPDATE ALL EXEMPTED CARRIES IN AGENCY CURRENT INFORMATION BEFORE MEETING BEGINS					
SHIP USE REGISTRATION	RECORD ALL SHIP THAT REQUIRE FOLLOWUP ON THE SHIP LIST					

SHIFT/ TEAM NAME SHIFT MEETING BOARD

[illegible]

 KPI CHART

The screenshot displays the KVAFSU admission form for the B.V.Sc. & A.H. program. The form is titled "KARNATAKA VETERINARY, ANIMAL AND FISHERIES SCIENCES UNIVERSITY" and "B.V.Sc. & A.H. ADMISSION FORM". It includes fields for personal details (Name, Address, Contact, Email), academic performance (Percentage in 10th, 12th, and Entrance Exam), and a large table for listing previous academic records. The table has columns for Year, Roll No., and Marks. The form is dated 2023-24.

_____ KPI CHART

[illegible]

KPI CHART

KPI CHART

TOP 3 FOCUS

DAY SHIFT DATE: _____	
TOP 3 FOCUS FOR SUCCESS TODAY	
1	
2	
3	

SWING SHIFT DATE: _____	
TOP 3 FOCUS FOR SUCCESS TODAY.	
1	
2	
3	

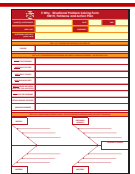
GRAVEYARD DATE: _____	
TOP 3 FOCUS FOR SUCCESS TODAY	
1	
2	
3	

GAP LIST

TEAM GAP LIST

[illegible]

5 Why



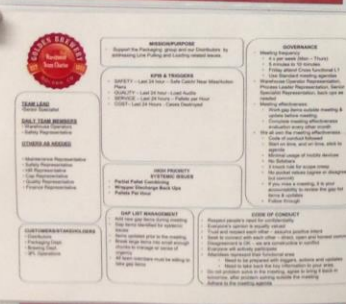
5S Plan



SECRETARIES


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TEAM CHARTER



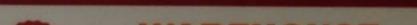
TEAM DYNAMICS

SHIFT MEETING AGENDA

	
<h1>Shift Meeting Agenda</h1>	
<p><i>Duration is 12 minutes at shift meeting board</i></p>	
<p>Purpose: Provide an opportunity for team members to discuss and share information</p>	
<h2>Safety Meeting & Recognition</h2>	
Daily Safety Topic	2 Min
Team and Individual Recognition	
<h2>Review of Prior SPQCS Results</h2>	
Prior 24 hours	2 Min
Prior Shift	
<h2>Review Shift Plan for Success</h2>	
Production Schedule	
Staffing Assignments	2 Min
Maintenance, Cleaning, and 5S Activities	
<h2>Gap List Review</h2>	
Identify Gaps, Actions Required & Gap Feedback	2 Min
Review 5 Willys	
<h2>Top 3 Focus for the Day</h2>	
	2 Min
<h2>General Communication & Escalation</h2>	
	2 Min
<h1>Face to Face Hand Over</h1>	
<p><i>Duration is 3 minutes at equipment or work area</i></p>	
<p>Purpose: Provide incoming team members specific information from outgoing team members to be successful</p>	
<h2>Face to Face Handover</h2>	
	3 Min

SHIFT MEETING ROLES

SHIFT MEETING ROLES							
ROLE TYPE	ROLE DESCRIPTION	SHIFT 1 NUMBER	SHIFT 1 BACKUP	SHIFT 2 NUMBER	SHIFT 2 BACKUP	SHIFT 3 NUMBER	SHIFT 3 BACKUP
FACILITATOR	LEAD DISCUSSION PROMOTE COLLABORATION KEEP TEAM FOCUSED PROMOTE REGISTRATION DISCUSS ISSUES	Jin S	Fin H	Reed B	B.V. C.	Jim C.	Jim M.
TIMEKEEPER	START MEETINGS ON TIME ADVISE OF TIME ON AHEAD AND MEETING ON TIME			Rog B	B.V. B	Jim P.	Charles M.
UPDATE CHAIRS	CORRECTLY UPDATE ALL ASSIGNED CHAIRS WITH MOST CURRENT INFORMATION BEFORE MEETING MEGINS			Reed B		SS	SS
EARLY LATE RECORDER	RECORD ALL ITEMS THAT REQUIRE FOLLOW UP ON THE EARLY LATE	Jin S	Fin H	Reed B	Reed B	A11	A11

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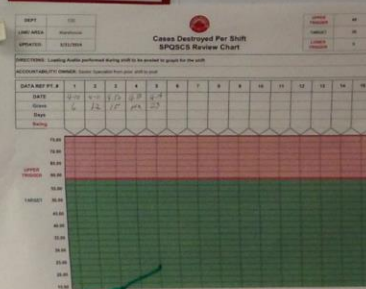
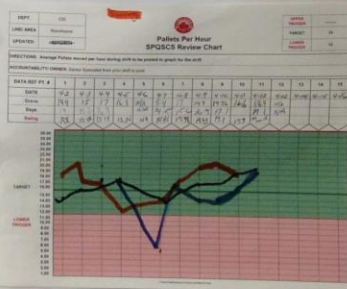
**WAREHOUSE
SHIFT MEETING**

SAFETY API CHART

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QUALITY KPI CHART

SERVICE KPI CHART



MAY 5 CAN



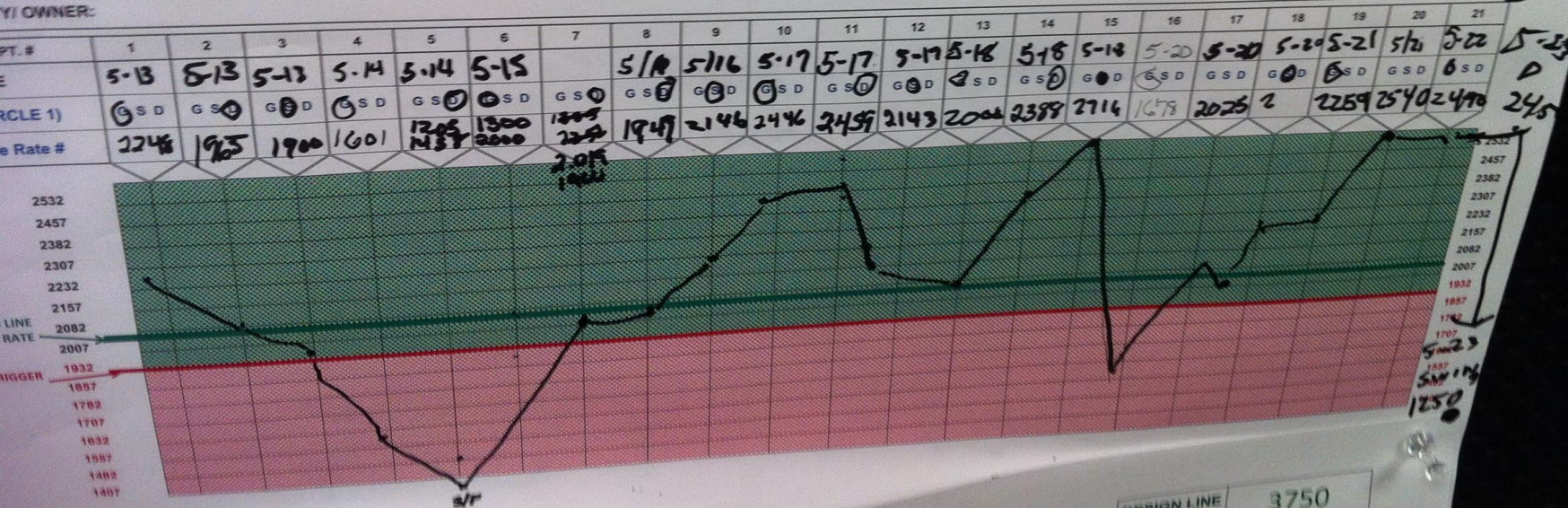
5 CAN LINE RATE BY PACK TYPE - 6 PK 16 OZ
SPQSCS Review Chart

DESIGN LINE RATE	2825
PLANNED LINE RATE (72%)	2034
TRIGGER (5% BELOW PLAN)	1932

5-23
6-19-25

USE EPAC METER SHEET TO DETERMINE AND RECORD THE 5 CAN LINE RATE (AVERAGE CASES/HR) BY PACK TYPE FOR THE SHIFT

OWNER:



MAY 2 CAN
5 CAN LINE RATE BY PACK TYPE - 18 PK 16 OZ
Review Chart

DESIGN LINE RATE	3750
TRIGGER (72%)	2700

TEAM

DESCRIPTION	DATE INITIATED	ORIGINATOR	ASSIGNED TO	EXPECTED DATE OF COMPLETION	ACTUAL DATE OF COMPLETION
DPL STARTUP AGREEMENT CANS 2HRS AHEAD	3/5	JERRY MARVIN	D. BERNIER	3/12	
FILTR OIL LEVEL SENSOR FALSE READINGS	3/5	JERRY MARVIN	K. SIGAFOS	3/12	3/8
2PKR EZ Check Freezing, Search Tasks	3/5	R. Modesitt	V. Dawkins	3/12	
EIT	3/6	J. MARVIN	D. BERNIER	3/12	
PANELVIEW/ELECT. PROGRAM ISSUES	3/7	Bob	D.B		

Problem Solving

5 Why: Situational Problem Solving Form
5WH, Fishbone and Action Plan

NAME (S) PARTICIPANTS: Mike Miller, Jenece Parker, Andy Bau
 AREA / LINE: Blending
 DATE: 5/8/13 TIME: 4:00 AM.
 EQUIPMENT: C10 F 1-8

STEP 1 OF 7: DESCRIBE THE PROBLEM (S) THAT WERE HIT

PROBLEM: > 100 ppb D.O. on transfer to C12

STEP 2 OF 7: FURTHER DEFINE THE PROBLEM AND WRITE A PROBLEM STATEMENT - USE THE 5WH TOOL

WHAT IS THE PROBLEM? D.O. values above USL of 100 ppb
 WHERE DID IT OCCUR? C10 F 1-8
 WHEN DID IT OCCUR? 5/7/13 @ 3:20 PM
 WHO WAS INVOLVED? Jenece Parker / Gregg Babish
 WHICH THINGS ARE VISIBLE (PART, SIDE PKG AFFECTED)? PI data on 1902 read 005.
 HOW WAS THE PROBLEM? There are recurring D.O. issues in C10
 WHY WAS THE PROBLEM? 1200 BBLs 005 product, 1200 BBLs borderline 005 product
 DETAILS AROUND THE EVENT: Tank set was filled on vent. Have on going issues with vent system in C10
 PROBLEM STATEMENT: 005 product due to elevated D.O. values

STEP 3 OF 7: BRAINSTORM POSSIBLE CAUSES - USE THE FISHBONE DIAGRAM (CAUSE AND EFFECT DIAGRAM)

METHOD: Work instruction needs updating

PERSONNEL (HUMAN): Not all specialists following same procedure

PROBLEM STATEMENT: Elevated D.O. levels

FAULTY VENT SYSTEM

High D.O.'s from DE? Stratification in tanks?

MACHINE

TOP 3 FOCUS FOR SUCCESS TODAY SWING SHIFT

DATE:

5 / 30 / 2014

6-1

30K CRORR Stubby
Rail to Truck

6-2

18K MLT 9PK
CRCTR "

3

DEE Rejects
Down time
Change overs

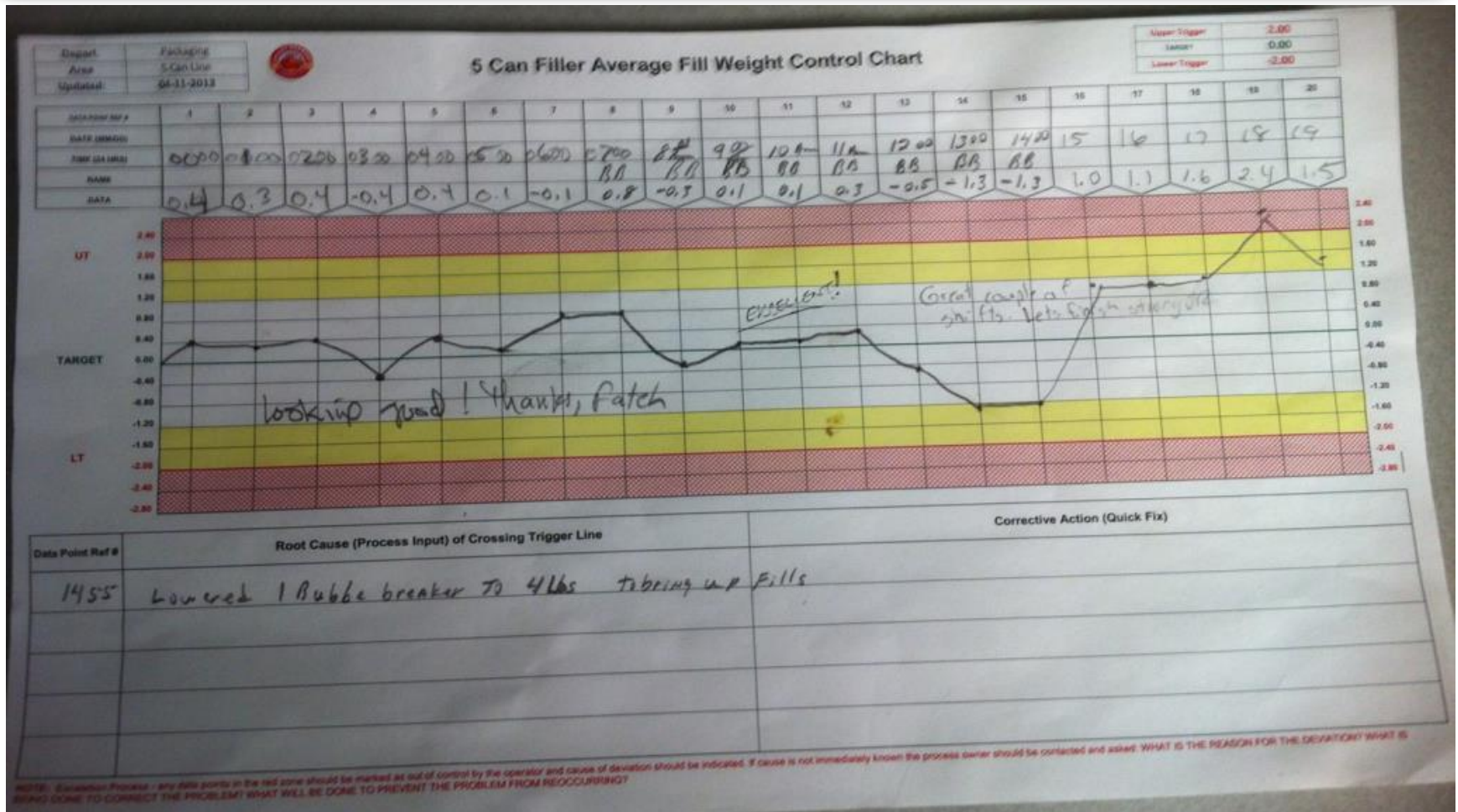
Structured Communications



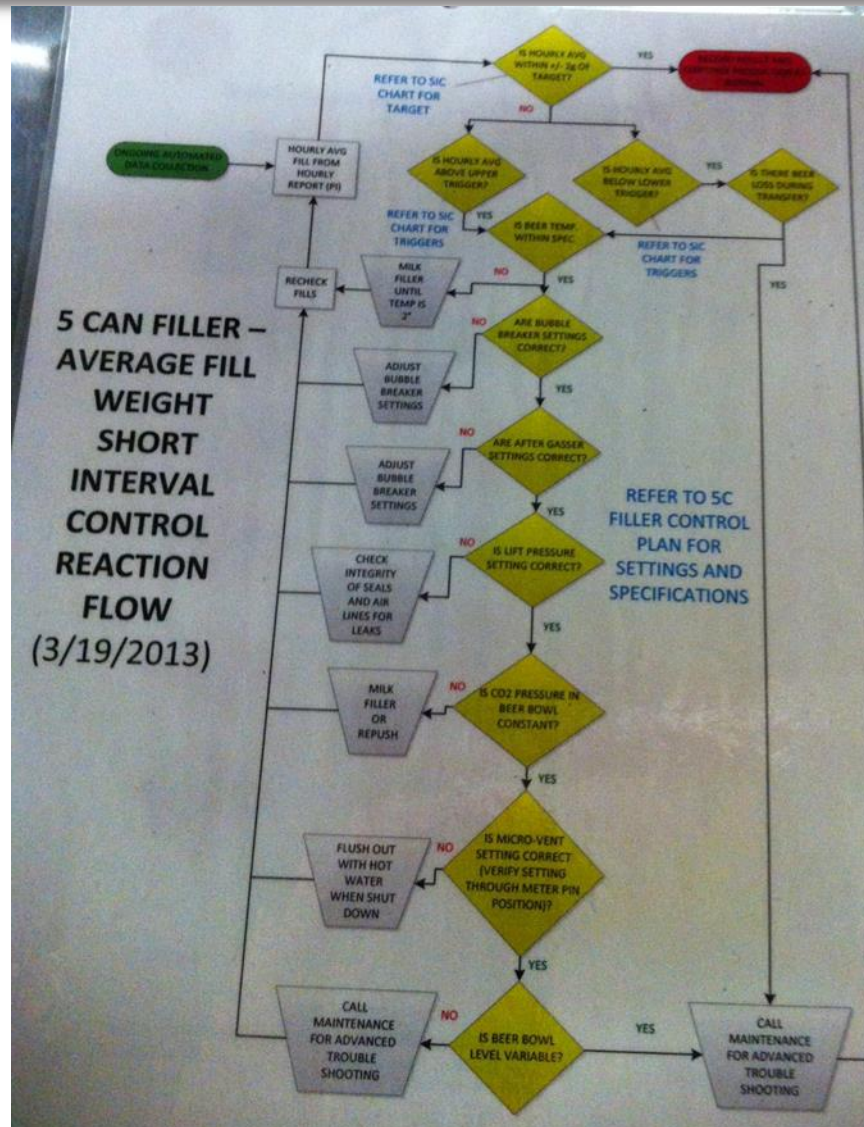
Short Interval Control: SIC

- Hour to hour, on the shop floor
- Identify and act on opportunities for improvement
- Engage team members to review performance data
- Guide quick decision making and fixes (corrective actions) based on real time data

Short Interval Control: SIC



Quick Fix Routine



Short Interval Control: SIC

- **Teams owning their performance**
- **Hour to hour**
- **To know they are winning**



OUR WAY TO WORK TOGETHER TO DELIVER WORLD-CLASS RESULTS

WHAT HAVE WE LEARNED ...

Execution is Key

- Strategy.....
- Focused & disciplined execution
- Accountability
- Cadence
- Engaged teams sharing their learnings
- “IT’S ALL ABOUT THE PEOPLE !!
 - Using Standard Processes, To Achieve A Common Purpose



**KEEP
CALM
AND
FOCUS ON
Execution**





Thank You!

A link to the full conference survey will be emailed to you Tuesday afternoon.

Session Code: VS-6

**Focus on What Matters Most Carrie
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