

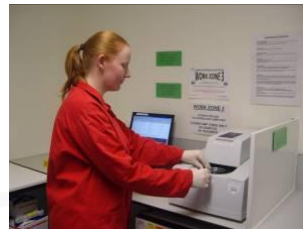
LabMAX

Making Hill Laboratories a Lean Laboratory

Leisle Jacobsen - Senior Technician

Steve Howse - General Manager

26 Years In Business With 280 People



What We Do

We use science and technology to develop excellent solutions for our customers, and for ourselves



LabMAX

- Productivity improvement was the initial motivator.
- Engaged Skills 4 Work to provide initial training in 2008.
 - NZTE recommendation
 - Stainless Design, Pacific Aerospace, AdMark
- 100 people trained by S4W – but increasingly doing our own training internally.
 - 5S, OFIs, RCA, VSM

5S has made the lab tidier and a more productive place to work.

Before



After



Before



After



Before



After



Before

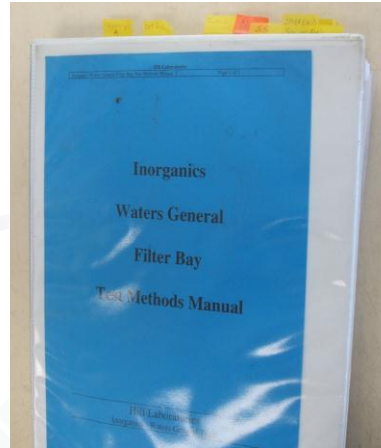


After



**LabMAX has given people the power to
improve the area that they work in.**

OFI for method manuals
Created by a lab technician



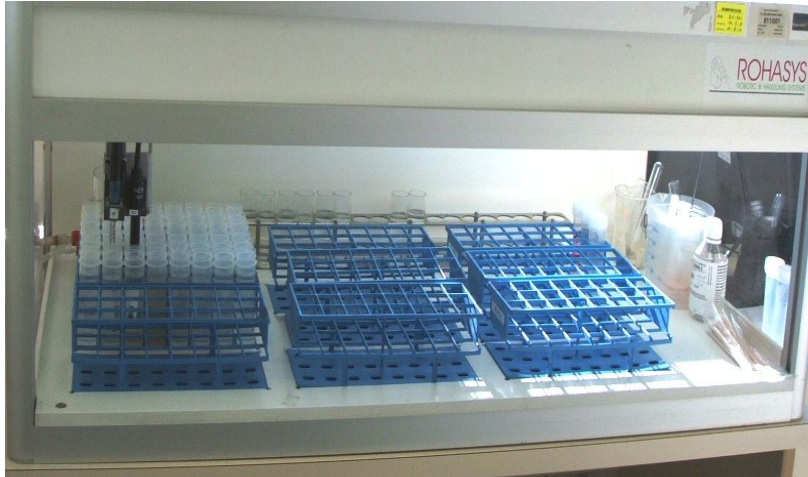
The LabMAX hour gives dedicated time to improve things, and builds a good team as people work together towards a common goal.

LabMAX Hour Dedicated Continuous Improvement Time

- Minimum 1hr/week for all staff
- Lab operations suspended
- All staff rostered onto a LabMAX activity
- Activities incorporate team suggestions



**We used VSM on a high volume method.
It resulted in improved quality, which
gives better outcomes for our customers.**



Keys To Our Success

- Commitment from the top down.
- A dedicated person to lead implementation, and support team leaders.
 - And great teams and team leaders right around the company
- Taking our time, and smelling the roses along the way.
 - Communicate, communicate, communicate
- Enjoying the chance to meet and visit others who are implementing Lean in their own workplaces.

Operations



People



Operations



Customers



Financial Results

**We find that
LabMAX delivers
benefit at every
level of the
Balanced
Scorecard**