



CASE STUDY

RCA PROGRAM DEVELOPMENT
WORKSHOP HELPS HELENA
INDUSTRIES ACHIEVE GOALS



HELENA INDUSTRIES

Helena Industries, with headquarters in Collierville, Tennessee, is a leading toll manufacturer of chemical products used for agriculture, lawn and garden, and industrial applications. With four plants located strategically in the United States, the company is widely considered to have an excellent record for quality and safety.

But to stay out ahead of the constant customer demand for responsiveness and dependability, the company focuses on proactive continuous improvement through constant upgrades in equipment and processes.

Equally important, Helena also invests heavily in training and growth opportunities for its employees, to keep the company at the forefront of quality, efficiency, and customer service excellence. As part of this effort, Helena decided to adopt a standard problem-solving methodology throughout the company and, after diligent research and investigation, chose to partner with the Sologic team in this endeavor. Helena chose the Sologic team for its systematic approach to root cause analysis, along with the sophistication and level of support for program development.

Helena also determined that the method used would integrate well into the organization, including its existing LEAN and ISO programs. Specifically, Helena chose to kick off implementation of root cause analysis with by setting the program on a solid foundation, which helps the organization focus on practical application of total program development, change management and organizational development.

INTERVIEW

For Helena, the two-day Program Development workshop was attended by key company personnel, one of which was Philip Berryman, manager of the Cordele, Georgia facility. This facility has about 70 full-time employees and up to 100 temporaries – depending on the season – and formulates, manufactures, packs and ships as many as 1,500 products. Berryman and his counterparts from the other three plants were tasked with incorporating root cause analysis efficiently and effectively into the everyday culture of their plants, and moreover, with sustainability for the long term.

Following are excerpts from a discussion Sologic had with Phil Berryman concerning the effectiveness and value of the Program Development workshop.

“THE PLANT GOALS AND OBJECTIVES HELP US ENSURE THAT NO IMPORTANT PROBLEM GETS IGNORED.”

INTERVIEW (continued)

Sologic: Why did Helena Industries decide to enlist the Sologic team to help lay a solid foundation of your RCA program?

Berryman: The decision to adopt a standardized RCA methodology was not made out of necessity. Already, our quality was impeccable and our earnings were growing. The decision was taken as part of our goal for continuous improvement. We decided this was the next logical step, and we saw the the Program Development workshop as the best way to speed up and smooth the installation of the program into the plants.

Sologic: The two-day Program Development workshop is designed to help organizations develop their RCA program from the ground up, satisfying all of the necessary elements for a complete and effective program. Was the workshop of value to you in this regard?

Berryman: Yes. The workshop was tremendously useful in this respect. The pre-workshop reading assignments gave us all an overview of the approach, which was instrumental in preparing us to build our program in the two-day process. When I left the workshop, I had a complete understanding of what we needed to do going forward to have a successful program.

Sologic: Would you recommend Program Development for other companies?

Berryman: Absolutely, I highly recommend it for any company deciding to use Sologic as its standard RCA methodology, which fosters consistency in approach and language throughout the organization.

INTERVIEW (continued)

Sologic: The workshop is divided into a number of modules which allows for scaling the Sologic program to fit the needs and resources of the organization. Which of the modules have you found most impressive?

Berryman: Without a doubt, the section on 'building the Threshold Trigger Diagram' because of the way it helps us determine the right time to conduct a formal RCA. In addition, the plant goals and objectives help us ensure that no important problem gets unintentionally ignored. And then, the process of cross checking the recommended number of monthly and annual RCAs to be performed ensures a good balance. This was extremely valuable in assuring that team members conduct enough RCAs to stay proficient with the process, while protecting them from feeling overwhelmed.

WORKSHOP

To reap the full benefits of an effective RCA program, the Sologic Program Development Workshop helps organizations to develop a comprehensive implementation strategy that establishes: program goals, training strategy, a set of metrics, RCA workflow processes, and clearly defined roles and responsibilities. These key infrastructure elements are then integrated into existing organizational structures and workflows in a way that minimizes bureaucracy while capitalizing on existing systems. Equally important, a change management assessment and plan help foster the needed "buy in" from individuals who ultimately will be tasked with the regular duties of the RCA program.



For more information on Sologic's industry-leading RCA training and investigation services and their benefits

Visit: www.sologic.com

Call: 800-375-0414

Email: info@sologic.com