



CEO//Awards 2011

GLOBAL AWARD RESULTS

OVERALL GLOBAL AWARD

CONTINUOUS IMPROVEMENT

102 Coater - Project Management : Valence

Team members : *Frédéric Orti, Benoit Garnier, Ludovic Chalamel, Christophe Vignal, Viviane Martin, Didier Gandil, Laurent Cerdan*

A cross-divisional team, including members from Commercial, R&D and Quality, Supply chain, Health & Safety, Engineering and manufacturing, had the challenge to implement one of the biggest coating line refurbishments ever done within Scapa. This involved a detailed risk analysis and project plan to ensure that all the critical phases of the project were handled well and that the 6 week shut down of the line did not affect service to customers.

The judging panel assessed the continuous improvement applications on the measurable achievements in enhancing company profitability, maximizing customer satisfaction and reducing cost as well as the use of appropriate methods that are transferable to other areas of the business.

The panel was impressed by the commitment of the team which led to the project being completed on time and on budget. Customer service was maintained throughout the six week shut down and sale of products from line 102 was even above budget during the period. The engagement and the flexibility of the shop floor workers are to be commended. It is remarkable that no incidents or accidents occurred despite the fact that some seven external companies were working simultaneously

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GLOBAL SERVICE EXCELLENCE AWARD

Automotive Service Improvement – ASHTON

Team members: *Cathy Poole, Dave Ward, Chris Hackett, Claire Bradbury, Chris North*

A cross-divisional team of 5 people from purchasing, production, supply chain, technical set about improving delivery performance to automotive customers out of Ashton in particular for 3139. They achieved this by :

- resolving supply issues both on late delivery and poor quality of the base cloth imported from Asia,
- improving the quality of jumbos for the AT calendar thereby reducing waste and ensuring better delivery performance,
- reducing the time between manufacturing and shipping thanks to the flexibility of the shipping department,

The judging panel assessed the service excellence applications in terms of the demonstrable commitment, from all areas of the business, to putting the customer first. The panel was impressed by the significant 30% improvement in RLIP, the proactive approach of the purchasing team, the cooperation and engagement of those working in the converting and shipping departments. Working together as a team clearly demonstrates their commitment to service excellence within Scapa.

GLOBAL INNOVATION EXCELLENCE AWARD

Covidien Project: RENFREW

Team: *Mark McDonough, Kim McLaughlin, Josee Couture, Nicole Dufault, Krystyna DeVries, Charles Stevens, Robert Leith, Kevin Ziebarth*

A cross-divisional team of eight members (sales, R&D, Quality and calander operators) worked diligently with our cloth supplier to design a new vinyl coating that would provide the necessary water repellency while meeting our price requirement for a new medical customer, Covidien. After many challenges and numerous trials & modifications, we received our first order from Covidien in August 2011, with a forecast of more than 1000 cartons a month for a total of 3 million dollars annually.

The judging panel assessed the innovation excellence applications in terms of measurable operational effectiveness and customer satisfaction. Although the team went through many setbacks they were determined to get it right and in the end were able to develop an adhesive that would result in increased sales and customer satisfaction.