Q: Introduce yourself, your mission?

A: Firstly, I'd like to say thank for giving me a chance to be here today.

My name's Huong, I'm a member of Application group, IT department.

I have been working at CVN since Febuary.2020.

With aiming development, control and operation of IT system and program.

I'm person in-charge to do 4 main jobs.

The first, I'm leading TS application group, training, skill up and follow up.

The second, I take care database of Hoan Kiem system, the most important system of CVN.

The third, I co-operate with PDC1 to develop PSI system. It’s strategic project of production admin center.

The fourth, I develop & maintain indirect system applied 3 factories such as: Contract, CICE, GA support system such as: Fresh Summer, Canon Night, Moon Cake, Gift Delivery.

That's all about my introduction. Thanks for your listening.

Q: Why Hoan Kiem is the most important system of CVN?

A: As you know, CVN is a company produce printer.

HoanKiem system control all stage, such as production plan, receiving, QA control, assembly, packing.

Almost department using, not only direct department such as Assy, QA, PDC2, Mold, MSD but also PDC1 and some other indirect department using.

It’s core system of CVN.

Q: Do you have plan in the future for HoanKiem system?

A: About Hoan Kiem system have 2 maily problem:

The first, every year, we need to pay a fee for database license and support service.

The second, the technology to develop it very long time ago, so we have some difficult in maintain system.

From end of this year, we have plan to renew HoanKiem system to resolve 2 above main points:

The first, we decided to using free database. It’s cost down license for CVN.

The second, we use new technology, it’s help us reduce complexity and easy for maintainance.

Q: Benefit of migrate HoanKiem system?

A: with our plan, expect until 2025 we cost down 30%, and completed 100% until 2026.

Q: How do you feel about CVN?

A: I like CVN with 3 mainly points:

The first, welfare is very good & clear: moon cake, fresh summer, birth day coupon.

The second, well implement 5s, safety.

The third, stable working environment. CVN give us the best through: stoppage day, Covid 19 situation.

But we go to lunch at the last time 12:30. So the food sometime not variety. I hope it will improve in the future.

What is the SEQCDF?

Safety, Environment, Quality, Cost, Delivery/Lead time, Flexibility.

Q: How many members in your team? And how to lead them in a daily job?

A: My team have 4 members (include me).

To lead them in daily job.

The first, visualize all members by skill map.

The second, I make sure that all member understand target of dept, div.

The third, I assign suitable member, make plan, MBO target and follow them.

Finally, we always discuss, listen their opinion and support them when have difficult.

Q: what is the biggest achievement?

A: That's PSI project (Production Shipment Inventory).

As you know, PDC1 mainly job is make production plan and part-inventory management.

Before, they using excel file, macro and manual jobs. It has 3 big problem:

+ It make quality not high accuracy depend on human skill.

+ It is many manual job so take long time to finish.

+ It very hard to adapt production flexibility.

from last year, I co-operate with PDC1 to develop PSI system.

Until now, we collect some actual result.

The first, shoujin 5.2 persons,.

The second, cost down 33.1 K USD.

the third, remove 32/39 manual job.

finally, zero trouble, remove 10 case mistake per year.

In this year, we have plan to expand to TL, QV and now in process.

Q: How to manage team (how do you control the job in your team) ?

A: To follow up a project.

The first, after clarify the requirements, we make a project plan

The second, at the daily morning meeting, we update the process and show difficult points to get advice from other members.

The third, we also hold regular meeting in my team once time a week.

confirm actual result job and explain achieve or not achieve.

After that, together to solving not achieve immediately.

Q: what is the biggest problems in your job ?

A: For each improvement system in our dept, we always have plan to expand for TS/QV factory.

But when we expand system to other factory, for each factory has method and process control different.

So I take lot time to modify for suitable.

PDC operation not unify among 3 factories.

So now I'm process to expand PSI system to TL QV but different point still happen.

To resolve it, I require them to discuss more to unify on the workflow, standardize job, with window contact is TSPDC1.

It's really effectively. So far, we save time to modify program and in the future save time to maintainance.

Q: what is the biggest challenge in your dept?

A: one of the biggest challenges I face is update new technology.

Because IT technology always changes day by day.

Some current technology will become old, end of support and maybe have some risks.

I evaluate new technology, new version which suitable with current project.

After that, I update step by step to ensure it's not affect to process.

Q: What will you do when have trouble in job ? How to prevent ?

A: When I encounter trouble, the first priority is not affect to production and quickly action.

Example: if Hoan Kiem system can not access, it could lead to stop line production.

the first, I immediately inform my managements & person in-charge of department (almost Assy departments).

the second, I give temporary action to quickly continue and avoid affect production.

finally, I ho-ren-so with related department to find root cause. After that improve, make why why analysis report, and prevent trouble happen again.

Q: How to resolve conflict in team?

A: In the previous project, there were 2 members involved. But they have different development approaches.

the first, I always prioritize listening and understanding to together information from all related members.

the second, I look for encourage everyone to focus on the common target of the team.

the third, I asked them to evaluate to advantages and disadvantages of each method.

Finally, I want to every members to understand and combine the good points each method to become best practice.

After all, the conflict is resolved, not affect the team's performance and we have a case study to improve technical skill.

Q: What is your strong point, weak point?

A:

My strong point is high responsibility: I always set high goals for myself and commit to completing them.

And I not only do what is assigned but also proactively look for chance to contribute more, look for solutions and make suggestions.

My weak point is technical communication: Sometimes, I use technical terms that department user without IT major can be hard to understand.

To overcome weak point, I have 4 actions:

1, simply word: when explain, I try to use simple word that people without IT can understand.

2, breaking down the complex problem into smaller, so easy to understand, easy to remember.

3, study from co-worker, ask them how to preparation and presentation.

4, get feedback from listener and keep improving

Q: How to motivation, strengthen teamwork?

A: During our work, I have been successful in building an effective team.

To achieved it, by setting clear target for each project, creating an open and creative working environment.

Always recognizing and reward the contributions of each member.

Example: when developing the project, I encourage all members in the team to popose using new technology.

I recognize the contributions and positive results they bring, maybe optimizing, more security, support visualize. And sometimes we also hold picnic party to improve communication.

Q: how to improve communication with department ?

A: In order mutual understand and quickly completed develop system.

IT: at first, IT can not understand department job, we take time to study.

Dept: lack of document & requirement to explainfor IT can understand.

Solution:The first, increase communication with department to clear request, actively genba workshop to deeply understand job of department.

We will provide fixed forms for departments to fill out, through which we will better understand the department's requirements.

What were the challenges in developing PSI?

The logic of PSI is very complex and has many processing streams.

So, we take a long time to develop it, and testing also.

To overcome difficult, we have 3 following actions:

Firstly, I requested PDC1 to standardize the process and workflow.

Secondly, I divided it into many small steps and implemented each part.

Finally, I hold regular review meeting every week to confirm the results achieved or not achieved.

After that, we give solutions or continue to explain in more detail.

Q: After you will be upper grade, what can you to do/contribute

A: Next plan:

In management:

+ Lead my team to become strong team.

+ Always learn to skill up: kaizen, relationship, job instruction.

+ Always discuss in Gr, listen their opinion and support when they have difficult.

+ Recognize their effort.

In my job:

+ Integrate IT systems in one CVN

+ Remake Hoan Kiem to cost saving and reduce technology complexibility.

To do this:

+ Co-operate with related dept to clarify about procedure and flow of request’s dept.

+ Execute PDCA cycle and keep schedule develop system on time.

*(that mean: I make plan, then do, and daily check and follow, and quick action when happened problem).*

why your department member resign, over time?

I think it's some reason:

- The workload has increased recently due to new projects and urgent demands.

- Sometimes we lack of staff shortages in critical position, remain members need to take care, so it is over workload.

- Some of our workflow are not efficiently, leading to wasted time and effort.

- finally, some employee may not have been suitable at CVN environment or job requirements.

To resolve it,

- temporary action:

The first, I'm implemented measures such as re-arrange/re-assign/share job to other members,

The second, supporting each other to overcome challenges

The third, first priority urgent/important job.

- for long-term solutions:

The first, we training to newcomer, make them better understand of job.

The second, we've focus on workflow improvement,

The third, we encourage creativity and study from other department, outside company.

Q: How to leadership?

A: to achieve effective leader, I focus 4 objectives:

The first, I build my team to be strong team. By on job training, study co-worker, learn by supplier.

The seconds, motivation my subordinate to increase productivity. I encourage them to build creative environments, suggest kaizen ideas.

The third, give people see purpose and meaning. We focus to target of dept, div, factory, CVN.

Finally, inspire people to face challenges and solve problems. Help them how to overcome the difficult.

what is your department problem?

the problem is my department have 1 application group but allocate at 3 factories: TL team, TS team, QV team.

we have many members with different levels of experience and also new comers. beside that each team have different technical approaches.

So, the difficult is how to support each other and together working in the same project.

to overcome,

The first, visualize skill of all member by skill map.

The second, setup common target and make sure all member understand and follow it.

The third, based on skill map to assign job for suitable member.

Finally, confirm actual result job and explain archive or not archive.

After that, together to solving not archive immediate.

*(chỗ này gợi ý là assign gather 3 nhà máy, càng nói có từ 3 nhà máy càng tốt, assign cả nhân viên kinh nghiệm, cả newcomer,… 3 factories join).*

what is the different between G4, G5?

G4 advisor level. + follow the job instruction

+ give out kaizen ideas to achieve target of dept.

G5 management level. + give job instruction for subordinate and motivate them.

+ always have innovation ideas and co-operation with all group to support management side achieve target of department, div, factory.

Q: What do you want to do to improve IT system in the future? = What is your dream in CVN?

A: In the future, I want to integrate IT system in one CVN, because now, has some duplicate system with same purpose => this is muda points.

In the future, I want to re-make HK system to migrate Oracle DB with purpose cost down and high general versatility.

(This is license DB, so every year, we have to take many moneys for supporting from vendor).

Q: What is your mission?

A:

- Establish, optimize management system: Contract, Asset Control

- Complete PSI module to be able to flexibility, quickly adjust production plan.

- Cost-saving, reduce technology complexity by leverage 3 factory App: HK system to PostgreSQL

- Unify into single shared system to reduce workload, duplication: Welfare

What is your best development?

To become the best develop, I have 3 action:

The first, actively genba workshop and horenso to deeply understand job of department, clarify their requirements.

The second, I always have to think made it most flexibility can apply in big volume, that mean can apply easily for other depts., other factories.

The third, as management side, I assign suitable member to join project for maximum using manpower.

*(tập trung vào management, genba work shop, horenso)*

(learn new tech nó giống như g4 => bỏ)

Q: what is the most important of your department?

A: the most important things in my department is simple, stable, efficiency, easy to expand.

To achieve it, I have 3 actions:

The first, user experience, I regular gather feedback from user to understand their needs, so we can create system that easy to use, reduce training time and increase user satisfaction

The seconds, quality assurance, we using some tools to detect early any problem, so we can minimize downtime and reduce risk of costly errors.

The third, encourage team members to share ideas with new technology. We can stay ahead of the kaizen solution.

*câu này giống như mission hoặc gì gì ấy, kiểu đổi cách hỏi thôi*

*Trả lời là ensure stable production, quality up……..*

*Để làm dc việc đó có 3 thứ …..*

Q: What is your dept mission ?

My department mission have 4 things:

+ build system support Smart Factory activities

+ create secure and reliable system

+ build remote to support non-stop operations

+ establish a flexible and efficient development system and strengthen software asset management system.

*(Nói về mission của phòng ban, ko nói của cá nhân)*