

THINKBIG PRINTING

TASMANIAN
CLIMATE
CHANGE
OFFICE

CASE STUDY

THE PROJECT

Reduce wasted materials and labour by improving the accuracy of reporting of product non-conformances and eliminating extra work required to correct nonconformities (rework).

Identify root causes, improve management systems in place, and involve employees in seeking solutions to prevent recurrence.

BACKGROUND

The company is actively recycling almost half of its production wastes, including aluminium, corflute and cardboard. Remaining wastes are predominantly vinyl; options for recycling vinyl are very limited and not available in Tasmania.

OBJECTIVES

- Improve accuracy of non-conformance reporting.
- Reduce rework across the production process.
- Reduce waste to landfill.



Most of the waste generated in production originates from offcuts. The second largest waste is defects and rework. Vinyl wastes cannot be recycled in Tasmania.

TARGETS

- 100% recording of nonconformance.
- 50% reduction in rework.



OUTCOMES

WHAT WAS IMPLEMENTED?

A cloud-based App was introduced for recording waste in process.

A dashboard and weekly Toolbox meeting provide real time feedback on performance for staff and the opportunity to learn from mistakes.

Staff developed and implemented a quality control process to reduce rework from errors in artwork.

KEY ISSUES

How to improve the accuracy of reporting - developing appropriate tools to collect data.

How to get people to use the error reporting tool - removing 'blame' from the process and raising the status of waste as a performance indicator.

PERFORMANCE AGAINST TARGETS

We are confident that staff are reporting 100% of the nonconformances detected.

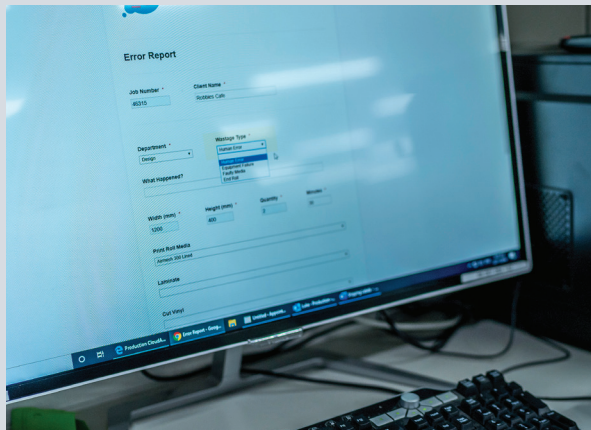
However, this means that our rework levels appear higher! Now that we have an accurate picture of the problems, we can focus on target areas for reducing rework.



“Changing our mindset from ‘reducing waste’ to ‘improving quality’ made a big difference.”

Scott Lovell

Owner/Manager, ThinkBig Printing



A device enabled App allows anyone to report errors and provides transparency. In response, staff developed their own quality control system to prevent errors in artwork proceeding to production.

LESSONS LEARNT

You can't do it overnight, it takes time and effort to address cultural issues.

As businesses, we need to lead the way and help our customers make good choices.

Once staff are onboard, it becomes easy.

This is a continuous process for us – there is no end date.

The Business Resource Efficiency Program (BREP) is delivered by Business Action Learning Tasmania (BALT) in partnership with the Tasmanian government.

For more information about BREP

Visit www.businessactionlearningtas.com.au/brep

For more information about this case study

Email BALT at admin@businessactionlearningtas.com.au

BREP participants included:

Nichols Poultry
Botanical Resources Australia
Direct Edge Manufacturing
Penguin Composites
Bridestowe Lavender
Red Brick Road Ciderworks
Jinglers Creek Vineyard
pitt&sherry
Drysdale Training Restaurant
CPT Engineering
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