



Media Release  
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## System the winner on the day

Southern ingenuity has taken a group of businesses almost to the top of an internationally rated management programme.

QCD Systems CEO Peter Paola and training manager Willem Botha delivered their 450<sup>th</sup> TryZ seminar to a group of eight Southern businesses in Invercargill last week – whose final productivity score of 1163 with zero defects ranks them second in the world.

Mr Botha said the group's result was extraordinary – not only were they second in the world – they were the first group to have zero quality defects on their second production run and maintain that quality in their final run.

By spending two and a half days putting model cars of 68 separate parts together on a production line, using a self-correcting lean thinking system that covers the whole business rather than just manufacture, TryZ Workshop participants find out first-hand how training to procedures and measuring results can lead to huge gains in productivity, quality and morale.

Mr Paola said in traditional management models 10 per cent of time was spent planning, forty percent doing, 10 percent checking and 40 percent fixing; Lean thinking changed the equation so 40 percent of time was spent planning, 10 percent doing, 40 percent checking and 10 percent fixing.

The result – as participants discover – is faster production times and sustainably better quality.

Most managers spend half their time fixing problems, they've previous fixed.

"Participants demonstrate to themselves if they develop a system, and train properly they can improve quality quite demonstrably," he said.

It was the adoption of those business practices that took Japanese car manufacturers from cheap imitators to world-leaders in less than 20-years, and this system would give New Zealand businesses a similar competitive edge.

Mr Paola was the training manager at Nissan's South African plant when the Japanese car maker introduced lean manufacture system in the 1980s.

Mr Botha's background in catering and culinary arts meant he saw immediate implications for the food industry when he joined the QCD Systems in 1988.

During the past 21-years the two have successfully trained businesses in North, Central and South America as well as Canada, Europe and now New Zealand across industries as diverse as food (international food giants Kraft and Nabisco were both QCD adopters), accounting, pharmaceutical, distribution, telemarketing, sales and printing companies.

Eighteen months ago Mr Paola came to New Zealand to work with a super yacht builder – saving 2700 man hours and \$300,000 on a single boat – a feat which attracted the interest of Boating Industry Training Organisation (BITO) general manager Chris van der Hor.

As a result a partnership was formed between BITO and QCD, 10 New Zealand marine and associated businesses are now implementing the QCD systems – and a further 10 are investigating the system.

At a local level the result bodes well for the eight businesses involved in this week's course – Fibreglass Innovations and Marine, Focus Computers, Invercargill Brewery, Simpsons Chartered Accountants, Snowy Peaks Clothing, Stabicraft Marine, Tiwai Aluminium Smelter and Write Answers.

## **Ends**

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