

Continuous improvement drive

KMF (Precision Sheet Metal), based in Newcastle-under-Lyme (01782 569 060), is reviewing company culture and how it does things.

"This review stage can be, and often is, overlooked in many process improvement strategies," explains Keith Nicholl, KMF's business improvement manager. The firm has discovered it needs to go back to basics, making rules clearer for its 300 staff. As Nicholl explains: "What used to be unwritten rules on basic standards are now clearly understood and acted upon by everyone in the business, irrespective of position or responsibility. It means there is now a perceivable feeling that nobody wants to be the 'one' that breaches the rules."

This company-wide 'Back2Basics' policy is now targeting areas such as personal conduct and adherence to safety systems, even going as far as rules for the use of cups and mugs on the shopfloor. While this might sound like nitpicking, he says the one thing they have worked hard to avoid is the 'do as I say', 'not as I do' attitude.