

B&D National Initiative brings great Savings!

B&D Doors & Openers pride themselves on the high quality of garage doors they produce. A key success factor for the business is achieving 'Quality Right the First Time'. One of the key elements in achieving this for B&D is ensuring that all doors installed for customers are damage free.

Being such a prominent feature of modern houses, it is critical that any installed B&D garage door is free from dents, scratches, paint damage and any other imperfections which detract from the appearance of the door.

In mid 2015, a National Cross-functional Team was formed, supported by a CTPM CI Specialist, with the mandate to analyse causes of damage to doors through the Supply Chain, and implement approved improvements to reduce the count and cost of damage and damage claims.

Figure 1: B&D National Cross-functional Team



L to R (Back row): Tony Jamieson, Graham Dolbel, Glen Busby, Kevin McKay, John Langton, and Geoff Brock

L to R (Front row): Troy Langby, Adrian Thomas, and Chris Jara

A comprehensive analysis was conducted by the team, reviewing manufacturing, handling, storage, transportation and delivery practices to better understand the potential for damage at each stage of the Supply Chain.

Significant to the project was the fact that team members consisted of key representatives from B&D's three eastern seaboard sites – Clontarf (QLD), Revesby (NSW), and Kilsyth (VIC), covering such departments as manufacturing, logistics, sales, engineering and quality control.

To get through the schedule of activities for the project, the team held a combination of face-to-face meetings at each of the manufacturing sites as well as online meetings conducted through CTPM's GoToMeeting facility.

Key outcomes from the team's activities included:

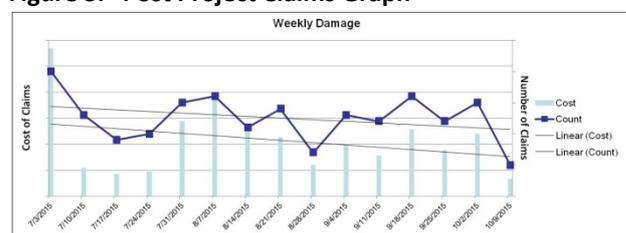
- Changes to manufacturing Quality Assurance inspection procedures and standards;
- Implementation of nationally approved standards and procedures for handling and storage of doors;
- Introduction of innovative protective packaging to minimise the potential for damage during handling and storage of doors;
- Introduction of nationally approved standards and procedures for loading of trucks; and
- A review of the required standards for installation vehicles so that the potential for damage during transportation is minimised.

As can be seen from the graphs (refer to Figure 2 and 3) showing the weekly count and cost of door damage, pre the project team being formed, count and cost was trending upwards. By the completion of the project, weekly count and cost was trending downwards.

Figure 2: Pre Project Claims Graph



Figure 3: Post Project Claims Graph



The downwards trend translated into a **30% reduction in weekly damage claims** which by the end of B&D's financial year would deliver **significantly over \$100k in savings** for the year. Maintaining the reduction in count and claims for damage would continue this savings year on year.

Kevin McKay, **State Operations Manager** in QLD, and Team Leader for the project could not be more pleased with the success of the initiative, stating that it was "great to have people come together and just focus...I have been at B&D for 10 years now and think it's the first time we have had sessions like this where we absolutely focused on the one thing and there were great ideas and suggestions coming out from everyone".

CTPM would like to congratulate all members of the National B&D Team for their efforts and commitment to the cause. We hope that the success of the project is nationally recognised and benefits continue for years to come. We look forward to continue our support for B&D in the future.

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