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FACTORY MIRACLES

THE MAGAZINE OF THE QAD REDZONE COMMUNITY

APRIL 2023
EDITION #10



AquaCal and Coil Specialist: When Demand Increased QAD Redzone Went Up the Supply Chain

Claremont Foods Increases Productivity by a Total 71.25%

Raining Rose Reduces Labor Turnover from 50% to 5%





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Welcome QAD Redzone Community Members

It's been an exciting year so far for QAD Redzone! In February, we announced our acquisition by QAD, Inc., a leading provider of next-generation manufacturing and supply chain solutions in the cloud. The QAD team was impressed by our work to create a better employee experience and transform productivity by empowering frontline teams with digital workflows and collaboration tools. And we couldn't have done it without you! QAD Redzone is now used at more than 1,000 factories and by 300K frontline workers globally, making it the #1 connected workforce solution for our industry.

We are also pleased to announce the release of the 2023 QAD Redzone Productivity Benchmark Report, which demonstrates how new members are able to significantly improve productivity and engagement in just 90 days.

You may have also noticed manufacturers from new sub-sectors joining the QAD Redzone Community. We are leveraging our relationship with QAD to accelerate our growth into areas beyond food and beverage (F&B) and consumer packaged goods (CPG). But have no fear, we're continuing our success in F&B and CPG. We don't expect any decrease in growth, feature alignment, or coaching, in the markets where we first launched and still hold dear.

While some new community members may manufacture different products, they still face similar challenges as our early community. They're seeking to improve production processes, reduce costs, train workers, strengthen customer service, and improve product quality. These are all areas where QAD Redzone data and tools can help your teams excel; thereby improving communication, unlocking worker creativity to solve problems, and boosting productivity and output.

While our sales, coaching, and engineering teams are all expanding at QAD Redzone, we are also doubling down on supporting our customers.

This summer, we will launch Redzone University; a free online learning tool that you can use to upskill workers, addressing challenges of both turnover and growth. Your teams will be able to log in directly to our university portal and take courses on how the Redzone application works, and learn about software workflows, as well as actions they can take to improve OEE, equipment reliability, and product quality. Stay tuned as we get ready to launch this important learning tool to help your organization match pace with change.

All the Best,

Zack Sorebee

SVP Operations, QAD Redzone





COIL SPECIALIST INC



Business Boom Leads to both Vendor and Supplier Deploying QAD Redzone

During the pandemic, swimming pool sales boomed, as consumers invested in their homes instead of traveling. Construction of residential inground pools was up 24% in 2020 and 21.6% in 2021 nationwide, with a project backlog slated to last until 2023.¹

AquaCal, a manufacturer of swimming pool heat pumps in St. Petersburg, FL, has been a beneficiary of this trend, and QAD Redzone helped them drive production throughput and boost revenues, while also influencing a valued supplier, Coil Specialist, to do the same.

(1) Yahoo News

AquaCal Lights a Fire with Paperless Quality Processes

In early 2021, Carl Anderson, Production Control Manager for AquaCal, participated in a meeting to learn about QAD Redzone. He remembers thinking, “This is exactly what we need. Where do I sign? How do we get this going?”

Carl wanted to increase efficiency at his factory. Demand for AquaCal’s products was outpacing the company’s ability to keep up. Whereas before the pandemic, AquaCal had a month of inventory on warehouse shelves, now they had a multi-month backlog of orders, increasing the risk of lost business. In addition, processes were complicated. One heat pump has an 11 step-production process.

“With manufacturing, you always have issues,” says Carl. “So, how can you do better today than yesterday?”

Carl realized that data processes lagged production issues, which meant that teams were always reactively addressing problems.

“Everybody works together to fix the problem. Everything just runs so much smoother now and morale has increased.”

Driving Productivity with a 90-Day Sprint

QAD Redzone works with all of its customers to achieve five measurable Lean journey goals during a 90-day sprint. These goals include:

- 1. Creating a visual factory which includes overall equipment effectiveness (OEE) measurements that are visible to all employees, across the factory, in real-time.**
- 2. Coaching production staff and supervisors to adopt Lean production techniques and use collaborative problem-solving skills.**
- 3. Improving overall equipment effectiveness (OEE) by at least eight points by the end of day 90.**
- 4. Achieving cost savings of \$500K for smaller factories and \$1M+ for larger factories, as verified by companies' finance functions.**



Acting on Real-Time Production Data

After implementing QAD Redzone, AquaCal's production culture changed. Teams monitor data on an overhead jumbotron with four TVs, as well as on iPads by equipment, an app on their smartphones, and even on their Apple watches. They can take rapid action if they see early warning signs of trouble.

"Rather than waiting for it to become this large issue, everybody sees it right up front," says Carl. "Everybody works together to fix the problem. All of a sudden, it's no longer an issue and it doesn't get blown up. We see those upticks, our productivity increases, our quality increases, morale increases. Everything just runs so much smoother. It's almost too easy."

Productivity has increased by 15%, the factory is using paperless processes, and team engagement has grown. Workers aren't afraid to alert maintenance about possible issues, improving overall equipment uptime. As a result, AquaCal is able to drive throughput on its products, capturing more demand and driving revenues.

The company has also created a culture of celebration. In addition to giving workers 'high-fives', AquaCal makes process improvement fun. After going paperless, the team took old quality paperwork next door to a new building site and, with the fire marshal's approval, set it alight on a bonfire.

Creating a Quality Culture That Protects Margins

Digital processes make it easy to resolve questions about product quality. Before, with paper-based processes, it was difficult to understand who was at fault with quality issues. Now, teams take photos, both of components they receive and of finished products. There's no need to point fingers anymore, because quality teams can retrieve digital imagery and confirm that items met quality standards when received or shipped.

Carl also said he uses his factory's QAD Redzone story to recruit new leaders and show them how the company has created a successful culture of continuous improvement, suppliers have also noticed the difference.

The Coil Specialist Team Travel to See QAD Redzone in Action

Coil Specialist manufactures heat transfer, tube, and fin coils for the HVAC, refrigeration, and pool industries, in Gilmer, TX. Coil Specialist supplied the coils for AquaCal's heat pumps and was suddenly receiving more orders than expected in late 2021 and into 2022. James Averett, VP Operations and Sales, and Brian Pasquier, Operations Manager, wanted to know why, and what AquaCal's secret was "QAD Redzone," was the answer that came back.

Empowering Frontline Teams with Data and Tools to Win the Day

On the back of that conversation a Coil Specialist team traveled to AquaCal's site and saw how QAD Redzone was empowering frontline teams with pervasive data access and tools. They witnessed firsthand how frontline workers were using creative problem-solving to improve productivity across production lines. As a result, Coil Specialist signed up, deploying the QAD Redzone Productivity Module in October 2022.

"I like the way QAD Redzone allows you to look inside your business, because that was something we were desperately looking for," says Brian. "And so, the thing that really excited us was the level of transparency it helped create into our business and the levers that it gave us to improve performance."

James agrees. "As we met with the QAD Redzone team, we quickly saw that the platform could help us move in the direction we wanted to go in and solve a lot of issues that we saw on the horizon. By investing in technology now, we could eliminate the stress of keeping up with our numbers, so that we can continue to grow and develop leaders to help with other aspects of our business."

Coil Specialist worked with coaches to deploy QAD Redzone and drive productivity in a 90-day sprint. The team was able to:

- Increase productivity by 37% on a key focus line
- Hold a Kaizen and close out 150 issues
- Improve staff engagement and encourage more team members to speak up
- Make it easy to take action with green, yellow, and red alerts on production conditions

"We shared with our teams that QAD Redzone would help them work smarter, not harder," says Brian. "We wanted to let our frontline teams know that we were 100% committed to creating a culture where they could share their daily struggles with production. Then, we'd work together to put action items in place, and they'd benefit from the new processes."

"I joined the company about a month or two before QAD Redzone was rolled out," says Jesse Meis, an expander. "I heard a lot of good things about the platform: that we'd be able to see our stats and performance on TVs and tablets and share information with each other."

"I was a little worried at first," says Jeffrey Davis, another expander. "But since we implemented QAD Redzone, it's been a lot easier to communicate and get things done."

**"37%
increase in
productivity
on our key
focus line in
90 days."**





QAD Redzone Inspires Friendly Competition Among Teams

With better communication and collaboration, friendly competition has increased. Jeffrey and Jesse call themselves J&J Expansion and have a catchphrase, 'Loyal to the Coil.' They enjoy working with QAD Redzone to identify and address production issues.

"It's really easy to take pictures, quickly share information, and troubleshoot production issues with other team members, even if they're in a different building," says Jesse. "Before, you had to make a call, but now everyone has a tablet at their station. You press on the menus and start a conference. It's instantaneous."

"We're getting a lot more problems solved now than before, which is great," states Jeffrey.

Motivating Teams with New Financial Incentives

Business has been so good that the company has implemented bonuses when production targets are met. Using QAD Redzone, workers can monitor targets in real-time to understand their progress towards achieving payouts.

"It's great to see our performance up on the TVs and get 'high-fives' from our supervisors, congratulating us on our work. Everyone is able to see that, and it makes you really proud of what you do and how hard you work," says Jesse.

In addition, Coil Specialist is using QAD Redzone to compete for new talent locally and recruit senior leaders. Competition is tight for area workers in Gilmer. In interviews, supervisors can share how QAD Redzone helps workers build new skills, move into supervisory roles, and earn more money.

"QAD Redzone helps us create a culture that attracts new talent and encourages existing teams to continue improving processes," says James.



MVPs ON THE



Fortino Martinez
'Upskilling Master'

Soft Gel Technologies makes vitamins and other supplements in soft gel form at its Commerce, CA factory. Fortino Martinez is a die room attendant who peers say is their “go-to guy,” a “fearless problem solver,” and “a patient teacher.”

Previously, as an equipment operator, Fortino was discouraged by the time it took to set up equipment and troubleshoot problems. He realized that setups were convoluted and that the die room was a little disorganized.

So, when a Kaizen was proposed to reorganize the die room and improve control processes for parts, Fortino volunteered to lead this initiative. Under his direction, new storage solutions were purchased, organization systems were deployed, and a ground-up inspection process was developed to track die wear and damage. The results were transformative! Instead of an hour, it now took less than 10 minutes to locate and kit change parts with the new process.

However, equipment setup remained a barrier. Drawing on his past experience and leveraging QAD Redzone's Learning module, Fortino crafted training plans for shop floor supervisors. Management soon had to field requests for “the training to be done by Fortino.”

For Fortino, the rewarding part of his journey continues to be “learning something new every day and helping others.” For the leadership team the joy has been in watching a formerly unengaged employee flourish into a person that now has no limitations.



**NATURE'S
SUNSHINE**



Scott Walker
'Spirit of Service'

Nature's Sunshine is a manufacturer and multi-level marketer of dietary supplements located in Spanish Fork, UT. It's also home to service all-star Scott Walker.

Scott began in the material prep area, helping the company track weights, with data automatically transferred into QAD Redzone. “If I saw that there was a problem, I went after it,” says Scott. That philosophy, along with Scott's creativity and hard work, quickly led to new opportunities.

In late 2019, Scott was promoted to process support operator where he helped lead the company's effort to use the Compliance module to transform quality inspections, sanitation records, and cleaning logs into digital processes.

Scott's recent promotion to data analyst is a formal acknowledgment of his status as the factory's reigning QAD Redzone champion supporting its three shifts. Tiffany, a bag-line operator, explains, “His response time is amazing. I send a question... and he's got it figured out.”

Scott says, “I want to make the operators' job as easy as possible. So, if they have a better idea, we want to hear about it. If I'm successful in my role, it means everyone else is succeeding too.”

FRONTLINES



Tony Marcano
'Playing for His Team'

When Probi, a probiotic manufacturer, launched the QAD Redzone Reliability module at its Lafayette, CO site, Tony Marcano was less than enthused. As a maintenance technician, Tony thought that using the solution would add one more task to an already full schedule.

So, when Tony shares that QAD Redzone “has changed my mindset of how I approach work. It’s made me a better employee,” that’s high praise indeed.

The turning point was when Tony was nominated to be the site’s ‘doctor,’ a facilitatory role that connects operations and maintenance functions. As part of his 1:1 forums at each line (called ‘doctors’ rounds’) he frequently noted recurring problems that were harming production and frustrating operators.

Eager to drive positive change, Tony introduced the ‘5 Whys’ problem-solving technique to the operators and leveraged QAD Redzone activities to resolve root causes the teams identified.

As Tony explains, “If we can get operators to ask where, when, and why... those questions get us better answers and can save us so much time and money.”

Thanks to Tony, operators began independently initiating investigations into long-standing problems and working with the maintenance team to deliver meaningful solutions.



Anthony Brindisi
'Fierce Dedication'

Anthony ‘Tony’ Brindisi was introduced to QAD Redzone in early 2021 at the Follow Your Heart factory in Chatsworth, CA where he was a mixer operator.

Tony’s exemplary work ethic, intelligence, and attention to detail helped set new standards of quality and efficiency at the factory. He also provided a goldmine of ideas for improving safety, quality, and performance throughout the factory.

Two years and two promotions later, Tony embodies a continuous improvement mindset and belief that “there’s always opportunity for growth everywhere.” He now serves as the factory’s training and development coordinator.

Factory Director Greg Tirado calls Tony the “bridge between leadership and the floor” because of his unwavering dedication to following up on frontline feedback and recognizing standout contributors. “He drives me to be better,” says Matt Davis, Maintenance Manager.

Tony has enabled autonomous problem solving by developing a forum of cross-functional super-users. He’s helped streamline the historically ‘chaotic’ process of starting up new production areas and worked with the quality team to deliver more effective annual food safety training.

Most recently, Tony championed the deployment of the QAD Redzone Learning module where he created 126 digital standards and helped lead the factory to an additional 12% productivity improvement.

Tony really does follow his heart to help the team achieve amazing results!

Team Notches up a Productivity Increase of 71.25%



Claremont Foods, a family-owned business located in Niwot, CO, is moving fast to transform performance. After rolling out QAD Redzone's Productivity module, the team:

- Increased production capacity by 150% over 12 months
- Decreased startup downtime by 72%
- Achieved a 60% productivity increase

And then the team decided to go paperless with the Compliance module the following week!

Meaghan, the Quality Manager, and **Nathan**, a Production Analyst, built an additional 60 out-of-scope production and quality checks, as well as several audits. By the end of the deployment, the team had:

- Transitioned from paper to digital quality checks in just four weeks
- Completed more than 13,000 quality checks with a 10% miss rate
- Gained another productivity boost of 11.25% for compliance, for a total uplift of 71.25%
- Reduced the average number of customer complaints on labeling from five to zero
- Scored 99% on recent SQF Audit

On the back of this success Claremont also deployed Learning and Reliability – that's 4 modules in 12 months! In addition, frontline workers received a pay increase, and 10 individuals were promoted. Congratulations **Alex, Angelo, Dylan, Kellie, Luis, Martin, Oscar, Phanel, Rebeca, and Zach!**

Kudos to this rockstar team for their creativity and hard work!



Working Together to Achieve Common Goals

Organic lip balm company Eco Lips has used QAD Redzone to align its production, quality, and packaging business functions. By the end of the 90-day deployment, all departments were communicating and working seamlessly together to increase productivity. Together, the team:

- Achieved a 48% productivity increase in 90 days
- Reduced downtime by 18%
- Reduced labor by 25% on their packaging lines
- Increased capacity on their packaging lines by 800K units
- Decreased changeovers on their production lines by 15 minutes
- Eliminated the need for overtime, therefore saving on labor costs

The Every Day Miracles that Brought the Results

Morgan Copeland, achieved a remarkable productivity increase from 40% to 74% on her line. Her personal desire to use the data to improve, and QAD Redzone's ability to escalate the issues on her line contributed to this number greatly.

Vincent Farley, a seasoned operator and normally very quiet, was given an outlet with QAD Redzone to communicate his ideas and issues, becoming a top chatter and action item driver.

The VPs of production and packaging came together to work seamlessly to get product out the door, using the Forum structure to achieve higher levels of communication and team work. **"It's totally changed the way we do business and handle our meetings. The 'Daily Vital Signs' is the best part of my day,"** said VP Jamie Hobbs.



Body Products Manufacturer Reduces Giveaway by 57%

Raining Rose manufactures more than 120 natural and organic body products at two facilities with over 300 employees.

Kyle Hach, COO, and his team decided it was time to improve visibility into all production processes, digitize paper-based processes, and improve employee engagement. As a result they have deployed Productivity, Compliance and Learning modules.

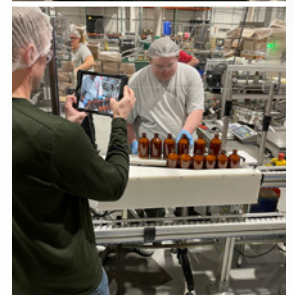
“Our workers, for the first time, got their digital identity – something assembly line employees rarely have,” says Kyle. “They got the opportunity to collaborate effectively, send alerts and provide feedback for management.”

Since implementation Raining Rose have achieved the following gains:

- 50% reduction in changeovers
- 20-point OEE uplift
- 57% reduction in giveaway
- 20% production increase in units per hour
- Adoption of paperless processes in focus areas
- Labor turnover reduction from 50% to 5%

In addition, the firm has improved compliance, seeing and correcting issues before they become larger problems.

As a result, QAD Redzone deployment has paid for itself in less than five months, including all expenses. “We gained so much from working with QAD Redzone,” says Kyle.



Alpha, a pet food company based in Ogden, UT and Bern, KS, deployed QAD Redzone to unlock competitive advantage in a crowded industry.

The production team fully embraced the Kaizen process, discussing different opportunities and options to improve changeover processes with QAD Redzone coaches. This helped the team identify gaps and waste, as well as identify training needs.

While mapping adjustments, the team quickly realized that there was a gap in workers understanding of how to clean machinery correctly. The team embraced problem solving methodologies and is now incorporating ‘5 Whys’ and ‘8 Wastes’ into their day-to-day actions to identify the root causes of issues.

Pet Food Manufacturer Creates 12.5M Pounds of New Production Capacity

Within 90 days the team had also:

- Mitigated safety risks, by eliminating the need for someone to climb onto a piece of machinery to service it
- Achieved a 56% reduction in changeover time
- Unlocked an additional 12.5M pounds of increased annual capacity

By improving safety, leaders believe that they will also be able to retain more workers. Climbing on equipment was an undesirable task for staff to perform and a contributor to worker turnover.





Packaging Innovator Achieves 23% OEE Uplift



T.H.E.M. (Technical Help in Engineering and Marketing) is a second-generation, New Jersey-based family business. More than 380 full-time and temporary staff package products for food, consumer packaged goods, and drug manufacturers at two factories, overseeing 13 assembly lines.

The T.H.E.M. leadership team began searching for a new solution to help improve operational processes. Of the range of options, only QAD Redzone was able to deliver on the promise of 100% paperless processes and provide compliance data in seconds, not days. As a result they decided to deploy QAD Redzone at both factories.

After working with coaches to implement new processes, T.H.E.M. drove measurable results in 90 days, including:

- Increasing productivity by 20%
- Enhancing staff engagement by 70%
- Achieving a 23% OEE uplift at one factory and 13% average OEE uplift across both factories
- Driving daily throughput by 68%, bringing two additional hours of partial production back online across two shifts by simply staggering meal breaks
- Using 100% paperless processes
- Completing 28,000 compliance checks in five months
- Gaining the ability to conduct mock recalls in just 45 minutes

The T.H.E.M. leadership team couldn't be happier about what they've been able to achieve thus far and plan to extend their gains by deploying the Reliability and Learning modules soon.



A Highly Efficient Production Operation Gets Even Better with QAD Redzone



Marsan Foods is a food processor located in Scarborough ON, Canada. The company produces and flash-freezes gourmet meals for its airline, healthcare, grocery, and retail clients.

They were running a very efficient business when QAD Redzone entered the picture, but our coaches believed the company could achieve an additional productivity lift of 10-12%.

Not so it seems! The company went above and beyond to deliver even better results in just 90 days by:

- Uplifting OEE by 13%, from a baseline OEE of 60% to an average 73%
- Achieving a record OEE week of 76.6%
- Setting a new 'meals per day' production record, with 162,000 meals produced (the previous record was 140,000 meals per day)
- Achieving a single-shift record of 47,000 meals
- Saving 2,000 labor hours in one year

We're eager to see what the team at Marsan Foods do next.

May 23



GOLF TOURNAMENT FOR CHARITY



On May 23rd, QAD Redzone will be hosting its 2nd-annual golf tournament for charity. The QAD Redzone Open brings QAD Redzone veterans and community members together for a fun day of friendly competition, camaraderie, and giving back.

All monies raised are donated to the Special Operations Warrior Foundation, which provides financial assistance to wounded warriors and offers education

funding for the children of fallen warriors and Medal of Honor recipients.

Last year, our community raised \$18K for this worthy cause, and we want to double that this year!

Please mark your calendar for this exciting event and come and join us by playing, or simply show your support by sponsoring or donating to the event:

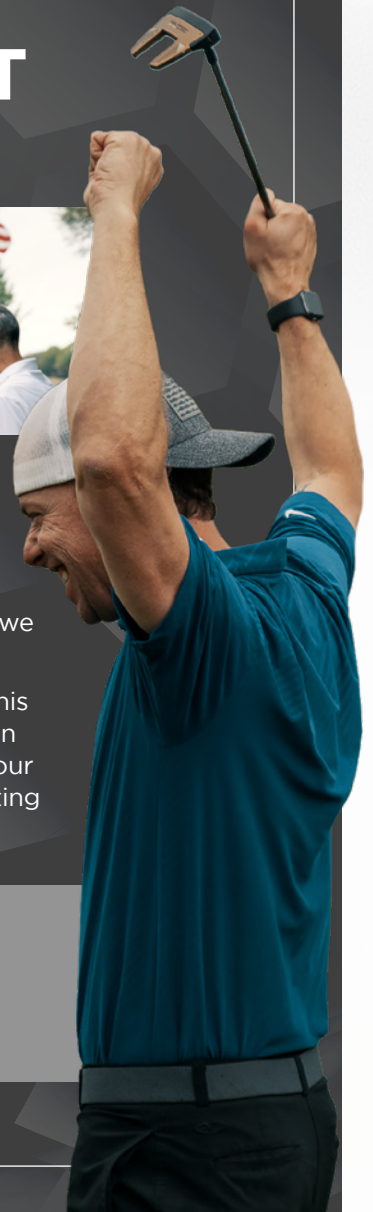


[Register HERE](#)

[Donate HERE](#)

2nd-Annual QAD Redzone Open Event
Stonebridge Ranch Country Club, McKinney, TX

[Watch our recap video of last year's event HERE.](#)



QAD REDZONER OF THE YEAR **BLAKE STRICKLAND**

Each year we are proud to announce the 'QAD Redzoner of the Year' who represents someone that elevates those around them. Nominated anonymously by peers we are immensely proud to congratulate Blake Strickland, Solutions Director as this year's winner.

Blake is well-known throughout the company for always putting others first, both internally and externally. It shows in every relationship she builds

with both colleagues and customers and she always does it with a smile. Her warm and helpful manner is infectious and you cannot help but be in awe of her drive for perfection.

"You inspire others to bring their A-Game, all while maintaining a positive attitude," says Lauren Young, Reliability & Learning Product Manager.

Previous winner Ryan May was happy to hand over the mantle this year to Blake. "You desire to make QAD Redzone better for our customers.

Your knowledge is a true asset to my team and you are an absolute pleasure to work with.

I couldn't think of anyone better to hand this award over to," says Ryan.

CONGRATULATIONS, BLAKE, ON YOUR WELL-DESERVED WIN!





Identifying the Root Cause of a Long-Term Production Problem

UTEX Industries, based in Houston, TX, makes sealing products for the oil and gas industry. They deployed QAD Redzone at three sites, and coach James O'Connor worked hard to introduce teams to new processes and win their hearts and minds to sustain them.

Chase Kerr, a CNC machinist says, "When QAD Redzone was introduced to our facility, it felt like being on a digital leash. But as things progressed, this system's importance really started to show. Being able to track production run times allows us to be more efficient and accountable for our daily processes and identify problem areas to improve."

After the '5 Whys' training, Chase led an effort to find the root cause for quality defects that his line was experiencing. The team identified several solutions to address a process quality issue that the site lived with for over a decade. Chase's insight, patience, and willingness to improve caught leadership's attention, and QAD Redzone gave him the platform to do so.

Miracle results for UTEX include a 54% productivity increase at the Conroe facility, a 59% increase at the Weimar facility, and a 6% increase at the Houston facility.

As with every factory miracle, success comes when employees step up and drive change.



For 127 years, Buckingham has been the world's most trusted safety equipment manufacturer for linemen, arborists, and telecom professionals. Their customers work both above and below ground and Buckingham has numerous products for work positioning, retrieval, fall restraint, fall restriction, fall arrest and suspension. Their mission is to manufacture high-quality, reliable and innovative products that make their customers and the industries they serve more efficient, more effective, and most importantly, SAFER.



Creating Greater Productivity and Production Versatility with New Processes



Their QAD Redzone journey began in the fall of 2022 with the launch of the Productivity module and the teams have accomplished impressive results so far:

- Increased productivity by 10% by implementing multiple process improvements.
- Transitioned independent work to teamwork – employees now work together to manufacture products, driving throughput by 15%.
- Traded isolated for integrated shifts – instead of producing different products on key shifts, they now produce all products on all shifts.

Lindsey and Kasi, members of the QAD Redzone Kaizen Team, have created their own cross-shift training plan, where they identify challenges each shift is facing and assist operators who need help making a new product. It was music to the leaders' ears when they heard a worker from the second shift congratulating the first shift on "Setting us up for success!"

Team work really does make the dream work!



Highway Infrastructure Provider Achieves 54% Productivity Improvement in 90 Days

American Highway is testament to how fast production teams can grow and improve when they have adequate leadership engagement, full data ownership by operators, and seamless communication. The company is a leading manufacturer of infrastructure products and solutions, with three factories in Fernley, NV, Becker, MN and Kankakee, IL.

In week one of deployment, teams focused on learning the system and processes. In week two, 'Daily Vital Signs' and 'Huddles' began flowing smoothly, operators made effective 'plays', and teams created and closed out actions at astonishing rates. **In 90 days, the team achieved a dramatic productivity increase of 54%. The leaders attribute progress not only to accessing real-time data and digital processes, but also to improving communication across teams.**



Improving Safety for All with Just One Fix

During a '5 Whys' competition, one of the operators focused in on a safety issue. Steel bars kept slipping out of bundles. After determining that the root cause was the use of excessive oil, the team led an effort to reduce the amount of oil used on their saws. By doing so, the team was able to eliminate a significant safety hazard.

American Highway is the backbone of North American roads and runways, and QAD Redzone are now happy to be part of the backbone of this important company.



BRAND-NEW Community Summits

You Spoke, We Listened!

After receiving feedback from our QAD Redzone Community, we decided to make a significant change to how we run our community events. The feedback was that our members want fewer presentations and more hands-on learning. So that's exactly what we did!

Moving forward, our Community Summits will focus on specific topics that a knowledgeable Customer Success Coach will teach the group. Instead of focusing on the strengths of one customer, and showcasing what's new, the goal of these summits is to share best practices that work holistically. Think more learning, with a less salesy approach!

Our first summit took place last month for our Northeast members in New Jersey. The theme was 'Turning Data into Information and Driving Results.' Topics covered included how to determine the right run rate for a product, calculate overall equipment effectiveness, plan and use downtime, conduct effective 'huddles', and run reports using QAD Redzone.

There were 14 companies in attendance and over 30 attendees which provided a great discussion and sharing opportunity for best practices.

The next event will be held this month for the Northwest Community at Trinchero Family Estates in Lodi, CA. and future events are being planned as we speak. Look out for invitations to your inbox or ask your Customer Success Coach about upcoming events.



"I really enjoyed how informative this session was. It helped me understand what the software is really capable of."

**Brianna Castro, QA Associate,
Sun Noodle**

COMING
SOON
SUMMER
2023



Redzone UNIVERSITY

In the summer of 2023 QAD Redzone will be launching its very own Redzone University to the Community. Redzone University is a new online training platform that aims to certify your frontline operators, supervisors, and leaders on the Redzone application.

This is our way of giving back and investing in the QAD Redzone Community. We want to make it easier for your teams to stay upskilled in Redzone, faster for you to train your new employees, and more satisfying for your frontline workers to do their job every day. And ultimately, we want you to be able to have your very own home-grown coaches on the factory floor.

By enabling them to become certified they will be:

- ✓ Better skilled on tools and processes
- ✓ More engaged with huddles and actions
- ✓ More understanding of the connection between behaviors and results

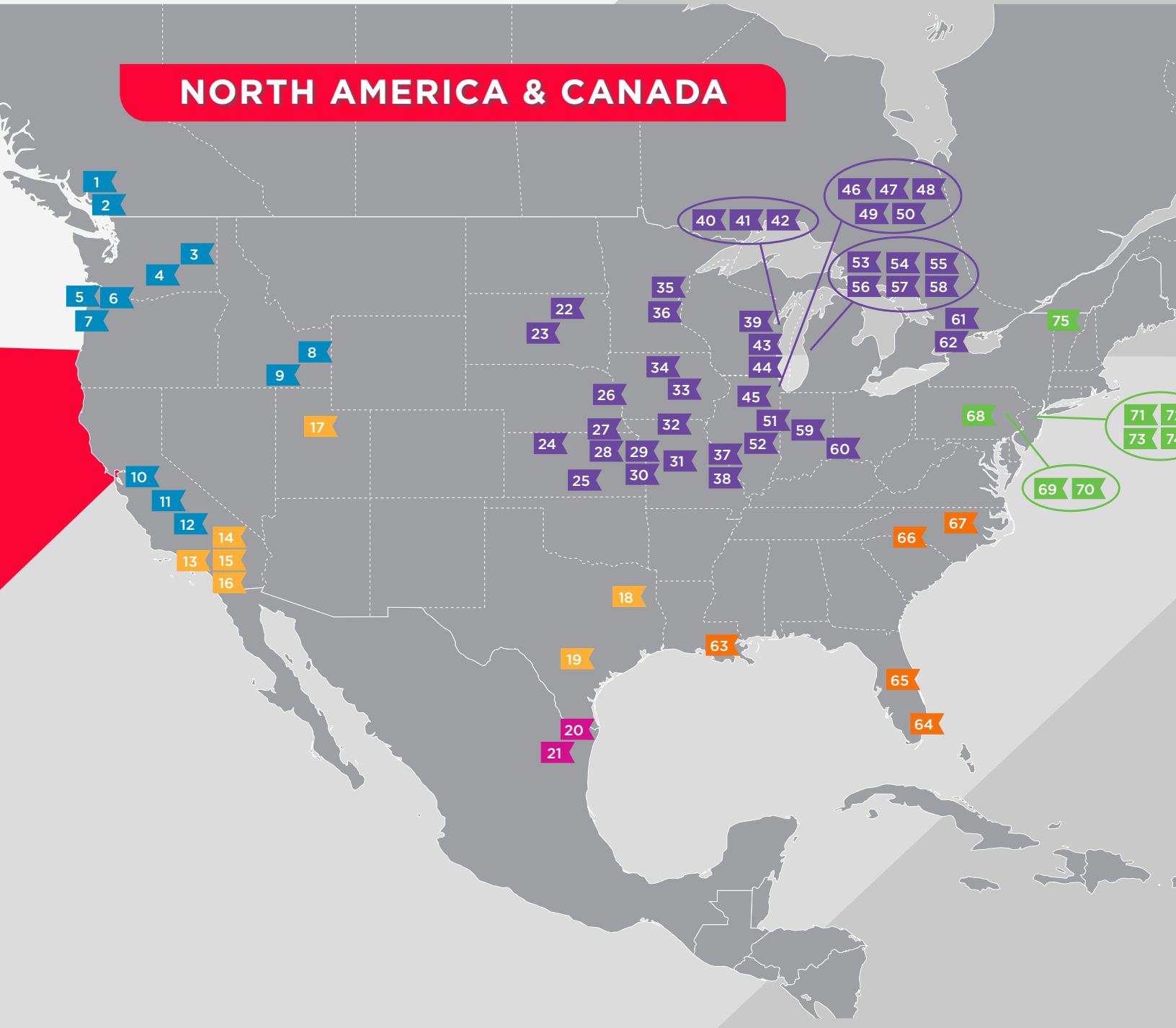
Look out for launch details coming soon. There will be a **FREE SWAG BAG** to the first 100 people to certify!



COMMUNITY ROUNDUP

QAD REDZONE WELCOMES

NORTH AMERICA & CANADA



**New customer
factories
added since
our last edition.**

EUROPE



- 1 C.H Guenther & Son, LLC (Vancouver, BC)
- 2 C.H Guenther & Son, LLC (Delta, BC)
- 3 Global Harvest Foods, LLC (Mead, WA)
- 4 FirstFruits Farms, LLC (Prescott, WA)
- 5 C.H Guenther & Son, LLC (Portland, OR)
- 6 Teeny Foods (Portland, OR)
- 7 Bob's Red Mill (Milwaukie, OR)
- 8 Basic American, Inc. (Rexburg, ID)
- 9 Idahoan Foods, LLC (Rupert, ID)
- 10 Metro Supply Chain (Tracy, CA)
- 11 Pacific Choice Brands, Inc. (Fresno, CA)
- 12 Vita-Pakt Citrus Products Co. (Lindsay, CA)
- 13 Juanita's Foods (Wilmington, CA)
- 14 Diamond Wipes International (Chino, CA)
- 15 PakLab (Chino, CA)
- 16 Triple H Food Processors, Inc. (Riverside, CA)
- 17 SilverOnyx, LLC (Bluffdale, UT)
- 18 C.H Guenther & Son, LLC (Dallas, TX)
- 19 C.H Guenther & Son, LLC (San Antonio, TX)
- 20 Ferrara Candy Company (Tamaulipas, Mexico)
- 21 Ferrara Candy Company (Nuevo Leon, Mexico)
- 22 Global Harvest Foods, LLC (Roscoe, SD)
- 23 Global Harvest Foods, LLC (Harrold, SD)
- 24 Amber Wave (Phillipsburg, KS)
- 25 Smithfield Foods, Inc. (Wichita, KS)
- 26 Smithfield Foods, Inc. (Omaha, NE)
- 27 C.J. Foods, Inc. (Bern Mill)
- 28 Johnsonville Holdings, Inc. (Banner Creek, KS)
- 29 SunOpta (Kansas City, KS)
- 30 C.H Guenther & Son, LLC (Lenexa, KS)
- 31 JBQ Meats (Jack Stack BBQ)(Alma, MO)
- 32 Smithfield Foods, Inc. (Milan, MO)
- 33 Frontier Co-op (Norway, IA)
- 34 Smithfield Foods, Inc. (Mason City, IA)
- 35 Citrus Systems (Hopkins, MN)
- 36 Federal Package (Chanhassen, MN)
- 37 Lucia's Pizza (St. Louis, MO)
- 38 Imo's Foods, Inc. (St. Louis, MO)
- 39 Johnsonville Holdings, Inc. (Waterton, WI)
- 40 Johnsonville Holdings, Inc. (Countryside, WI)
- 41 Johnsonville Holdings, Inc. (Meadowside, WI)
- 42 Johnsonville Holdings, Inc. (Riverside, WI)
- 43 Stella & Chewy's (Oak Creek, WI)
- 44 Carma Laboratories (Franklin, WI)
- 45 Ferrara Candy Company (DeKalb, IL)
- 46 Ferrara Candy Company (Itasca, IL)
- 47 Ferrara Candy Company (Forest Park, IL)
- 48 Ferrara Candy Company (Chicago, IL)
- 49 Ferrara Candy Company (Bellwood, IL)
- 50 Factor75 (Burr Ridge, IL)
- 51 Johnsonville Holdings, Inc. (Momence Packing, IL)
- 52 American Highway (Kankakee, IL)
- 53 Perrigo Company (Holland, MI)
- 54 Perrigo Company (Kentwood, MI)
- 55 Perrigo Company Plant 7 (Allegan, MI)
- 56 Perrigo Company Plant 5 (Allegan, MI)
- 57 Perrigo Company Industrial Drive (Allegan, MI)
- 58 Haviland Enterprises (Grand Rapids, MI)
- 59 CraftMark Bakery (Indianapolis, IN)
- 60 Smithfield Foods, Inc. (Springdale, OH)
- 61 Compass Food Sales Co. Ltd. (Aurora, ON)
- 62 American Sugar Refining, Inc. (Toronto, ON)
- 63 Louisiana Sugar Refining (Gramercy, LA)
- 64 Filthy Food, LLC (Miami, FL)
- 65 Nordic Cold Chain Solutions (Orlando, FL)
- 66 Truly Good Foods (Charlotte, NC)
- 67 Smithfield Foods, Inc. (Wilson, NC)
- 68 Metro Supply Chain (Carlisle, PA)
- 69 Nordic Cold Chain Solutions (Hatfield, PA)
- 70 Global Harvest Foods, LLC (Allentown, PA)
- 71 Premio Foods, Inc. (Hawthorne, NJ)
- 72 C.H Guenther & Son, LLC (Carlstadt, NJ)
- 73 Perrigo Company (Bronx, NY)
- 74 Water Lilies Food, LLC (Bay Shore, NY)
- 75 Perrigo Company (Georgia, VT)
- 76 Warp Snacks, Ltd (Nuneaton, UK)
- 77 C.H Guenther & Son, LLC (Milton Keynes, UK)
- 78 C.H Guenther & Son, LLC (Olen, Belgium)
- 79 Perrigo Company (Herrnberg, Germany)

