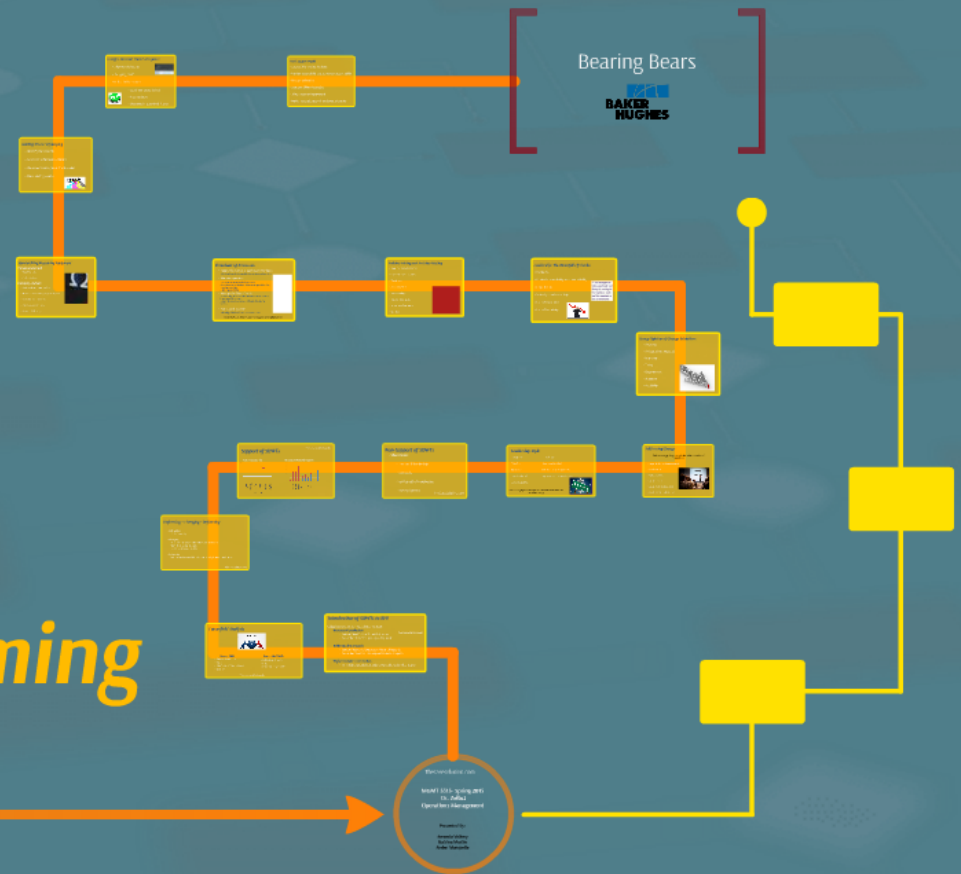


New York Bakery (F): Calming the Team's Anxieties



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MGMT 5315- Spring 2015
Dr. Zelbst
Operations Management

Presented By:

Amanda Vickrey
Katrina Martin
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Introduction of SDWTs to BHI

Objectives of SDWTs in Radial Bearing Team:

-Increase of production

- January Year 3: 5 parts per day made
- November Year 3: 31 parts per day made

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-Better quality of goods

- January Year 3: 13 Discrepant Material Reports
- November Year 3: 16 Discrepant Material Reports

-Higher customer satisfaction

- With higher production, orders were able to be filled sooner

Force-field Analysis



Forces FOR:

- Production of units
- Profit
- Shorter wait for customers
- Quality

Forces AGAINST:

- Initial investments
- Time
- Learning SDWT style

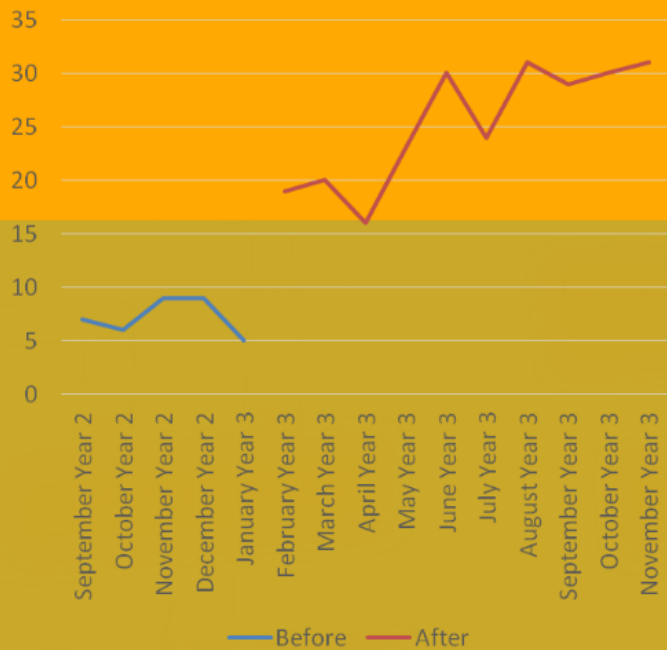
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Unfreezing – Changing – Refreezing

- **Unfreezing**
 - Kick off meeting
- **Changing**
 - 3-4 month period after the SDWTs are introduced
 - Team identity and elections
 - Learning self-responsibility
- **Refreezing**
 - Workers understand their roles and steadily increase production

Support of SDWTs

Parts made per day



Discrepant Material Reports



Non-Support of SDWTs

- **Short Term:**

- Election of leadership

- New tools

- New layout of warehouse

- New equipment

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