

# AME/APQC Benchmarking CoP Virtual Networking Event May 15, 2012

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Anatomy of a Customer-Focused Culture

Larry Davis

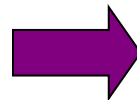
President

Daman Products Company, Inc.



# Housekeeping

- All lines are muted.
- You can submit questions/comments at any time. We will address all questions during the Q&A session at the end of today's presentation.

A screenshot of a 'Question and Answer' interface. The window title is 'Question and Answer' with a close button (X) in the top right corner. Below the title bar is a 'Question and Answer Log' section, which is currently empty. Below the log is a text input field with the placeholder text 'Enter a question for the staff:'. To the right of the input field are up and down arrow icons. At the bottom of the window is a 'Send' button.

- Links to the recording and slides will be made available to all attendees via e-mail.
- Follow-up survey to provide more feedback.

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Anatomy of a Customer-Focused Culture

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# Session Agenda

10:00 a.m. Welcome/Housekeeping

10:05 CoP Business

10:10 Benchmarking Presentation

10:45 Open Q&A

11:00 Adjourn

# 2012 Benchmarking CoP Calendar

Month	Session	Presenter
February	Trends in Reinvesting in US Manufacturing 2010 (replay)	Harry Moser
March	Latest Best Practices in Supplier Category Management	KPMG/APQC
April (1)	Sustaining Process Improvement	Mick Wilz
April (2)	Role of KM in Growing US Manufacturing (Face-to-Face)	Various
May	Daman Products Company, Inc.'s Continuous Improvement Journey	Larry Davis
June	Report out: April In-person Session on Growing Manufacturing	CoP Members
July	The Latest Trends in Reinvesting in US Manufacturing	Harry Moser
August	TBD	TBD
September	TBD	TBD
October	TBD	TBD
November	TBD	TBD
December	TBD	TBD

# AME Events ([www.ame.org](http://www.ame.org))

- 05/16 Burlington & Randolph, Massachusetts
  - Shingo Benchmark Tour
- 05/16 WEBINAR
  - Zero Equipment Stoppages
- 05/17 Shelton, Connecticut
  - CT Networking Round Table - Visual Systems
- 05/22 - 05/23 San Antonio, Texas
  - Set-Up Reduction - TPM Blitz
- 05/29 Waltham, Massachusetts
  - Lean IT
- 05/30 - 05/31 Vista, California
  - Lean Engineering & Product Development
- 06/05 Avon, Massachusetts
  - MA Networking Round Table - Leader Standard Work
- 06/12 San Antonio, Texas
  - Visual Workplace Visual Thinking Seminar
- 06/12 - 06/13 San Antonio, Texas
  - Visual Workplace Visual Thinking Seminar & Tour
- 06/12 White Marsh, Maryland
  - GM Powertrain Workshop
- 06/12 - 06/14 Frankfort, Illinois
  - 3P Product Design Workshop
- 06/12 - 06/13 Alexander City, Alabama
  - Standards to Drive & Mentor Continuous Improvement
- 06/13 Kitchener, ON,
  - 8th Annual Workshop & Golf Tournament
- 06/19 - 06/21 Pensacola Beach, Florida
  - Accounting for Lean Enterprises
- 06/19 - 06/20 Athens, Georgia
  - The 12 Principles of Manufacturing Excellence

# APQC Events

## ➤ Webinars

- Tuesday, April 17
  - Financial Management Community of Practice
- Thursday, May 17
  - Knowledge Management Community Call
- Thursday, May 17
  - Human Capital Management Community Call
- Thursday, May 24
  - Financial Management Community Call

## ➤ Benchmarking

- Using Metrics that Drive Bottom-Line Value
- Best Practices PMO
- Managing Organizational Change
- Extending your Quality Program Throughout Your Supply Base
- Open Innovation
- More Information
  - <http://www.apqc.org/best-practice-studies>

# Benchmarking Presentation Anatomy of a Customer-Focused Culture

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Larry Davis

President  
Daman Products Company, Inc.

All lines are muted. Please send your questions via chat to the Organizer.  
We'll cover them at the end of this session.



We WILL send out a link to the recording of the event in the coming days.

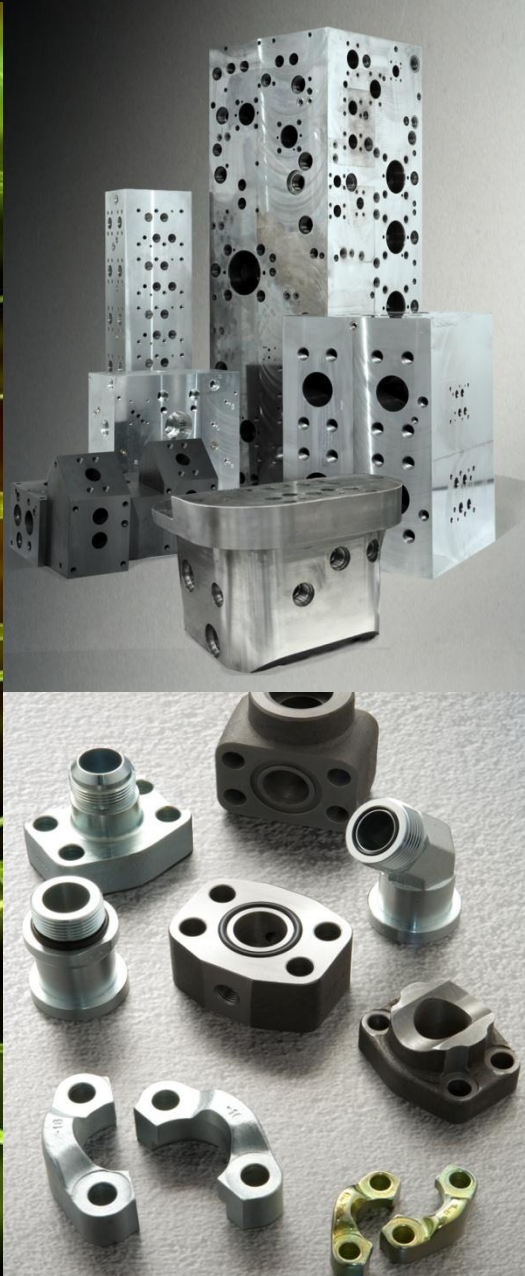


# The Anatomy of a Customer Focused Culture

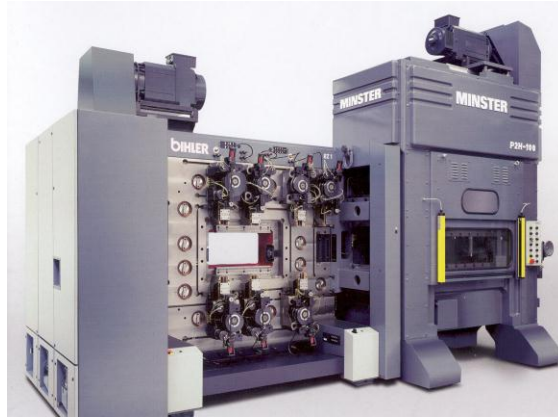


# What We Do...

Better System Design  
Begins with a Manifold



# Our Markets...





“It’s not what you don’t  
know that hurts you,  
**it’s what you know,  
that isn’t true.”**

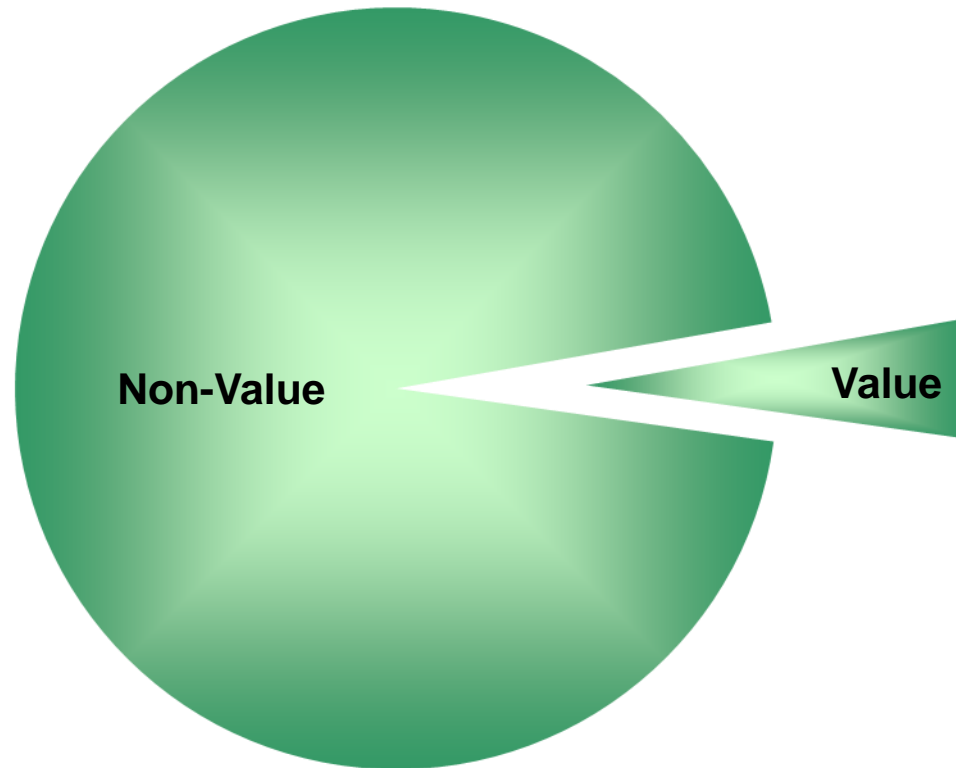
*Mark Twain*

# Philosophy

- Do the right thing for the right reasons
  - Core values
  - Mission Statement
- Help our customers be successful

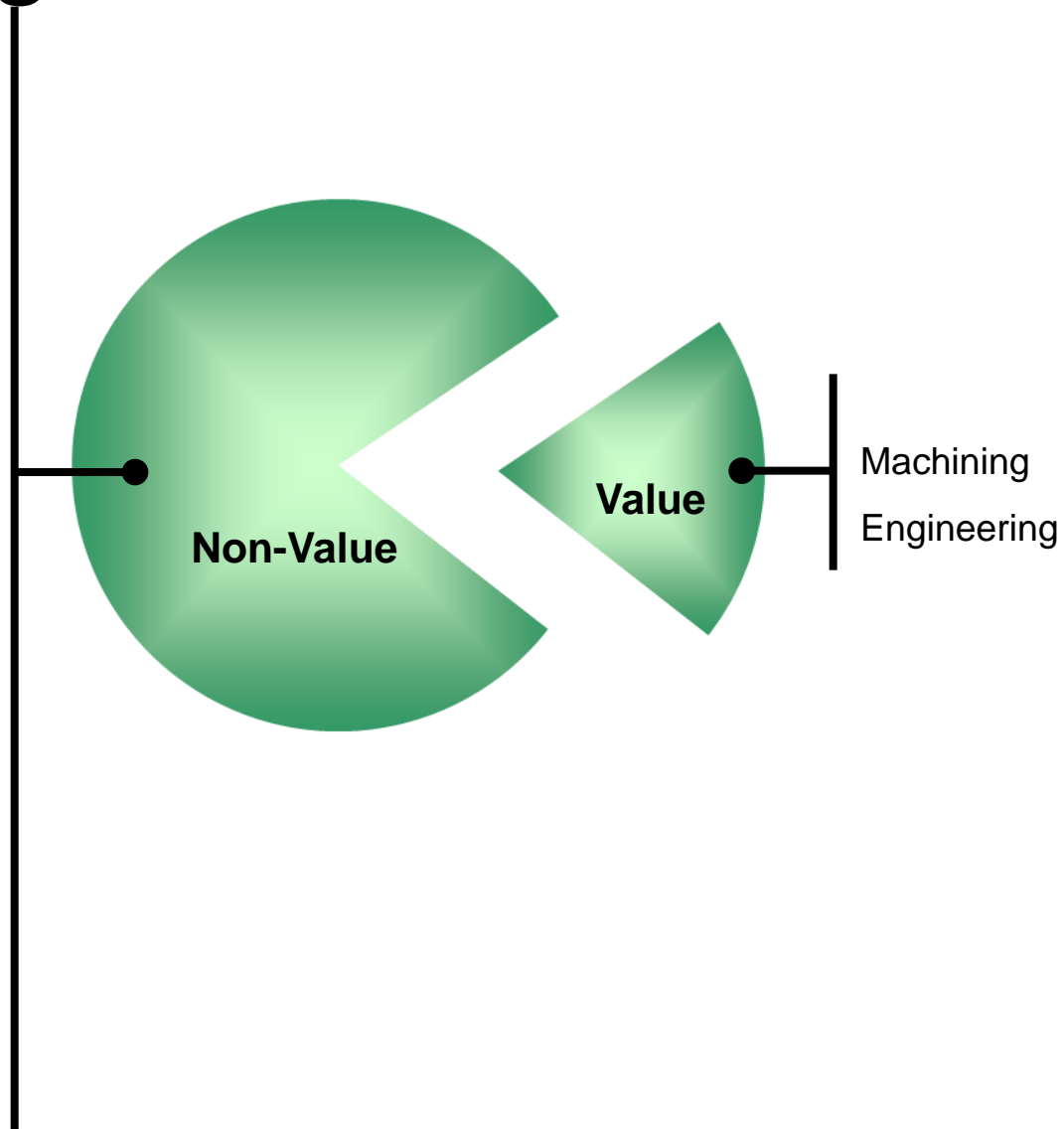


# Traditional Organization



# CI Organization

Approval  
Transportation  
Expediting  
Scrap  
Job Costing  
Physical Inventory  
Excess Inventory  
Stock Outs  
Storage  
Tool Crib Activity  
Searching  
Receiving Materials  
Meetings  
Rework  
Training  
Recruiting  
Inspection  
Accounting  
Uncertainty  
Maintenance  
Forecasting  
Reporting  
Waiting  
Set-Up  
MRP



# How We Operate



**Manufacturing  
Responsibilities**







# Anatomy of a Machine Operator

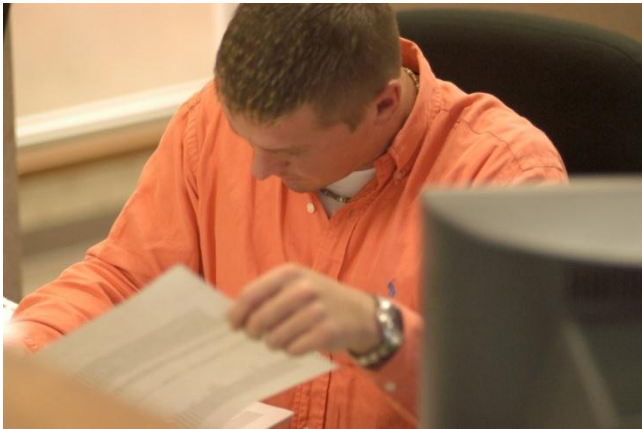
- *Build products on time*
- *Build products correctly*
- Create schedule
- Calibrate inspection equip
- Order perishable tools
- Release material from vendor
- Train new team members
- Schedule O.T.
- Manage coverage
- Determine break schedule
- Complete machine maintenance

# How We Operate

## Manufacturing Process



# How We Operate



**Distributor Services  
Process**





# Our Culture

- Trust (Concrete/\$25K)
- Systems focus
- Damanize – People own the process
- Leaders wanted-Managers need not apply
- Mastery, autonomy, purpose



# More on Cultural

- CUSTOMERS
- Employees
  - Dave Ramsey
- Vendors
- Community
  - FPC at ND
  - NTHS
  - 5 Star
- Entrepreneurial Culture

# Thank You for Attending!

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- Feel free to forward questions or recommended topics to [schandler@ame.org](mailto:schandler@ame.org)  
[rwebb@apqc.org](mailto:rwebb@apqc.org)