



Sustain, Enhance & Transform Customer Service

When he started in mid April as Project Manager for Spee-Dee, Steven Cihlar knew expectations of him were high. Spee-Dee was counting on him to oversee two manufacturing cells, and customers were counting on him to fuel high levels of accuracy and on-time deliveries. Fortunately for Steven, the cells he was in charge of were now part of Spee-Dee's new quick response manufacturing process called Listen, SET, Go! This new process is designed to improve product quality, support on-time delivery and create stronger customer connections.

SET stands for Spee-Dee's three distinct manufacturing cells; Sustain, Enhance and Transform. Each of these cells has its own team of engineers, fabricators and assemblers led by a project manager. Steven is the project manager for the E and T-cells. The E-cell can take a standard machine and increase its level of customization. The T-cell works to satisfy unique customer challenges by creating entirely new or totally custom machines, with fresh engineering and new manufacturing approaches to fulfill customers' needs.

Steven said, "Sometimes we receive projects where the customer hasn't ironed out the full scope of their project or the related marketing launch. In those situations, where the parameters are still loose, the Listen, SET, Go process helps us collaborate externally and internally to sort out the timeline and specifications that will affect the processing line."

The Listen, SET, Go process helps Spee-Dee achieve an increased level of customization for made-to-order projects, like rotary fillers. "This cellular process gives us the freedom and flexibility to tackle unprecedented product issues and first-time customer requests." Steve said the Listen, SET, Go process proves that Spee-Dee has the insight and innovation necessary to adapt itself to the changing needs of customers in an unpredictable industry.

Meet Your Spee-Dee[®] Support Team:

Steven Cihlar, Project Manager

- Months with Spee-Dee: 6
- Steve's 3 tips for implementing smooth process change:

1. **Get buy-in early.** You can minimize the fear of change by giving people the chance to ask questions and give input when you first communicate the process change.
2. **Share your vision.** Explain how this new improvement benefits everyone in the company, and show how the positives outweigh the learning curve of the new process.
3. **Remove uncertainty.** Lay out all the specifics related to the system change. Be clear and transparent when you communicate how this change will affect day-to-day operations and the exact roles your team members will play.

Visit Spee-Dee[®] in booth
N-5436 at
Pack Expo International
November 6-9.
Use Complimentary Code
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Free!

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