

2024 KaiNexicon

Improving process management



Nick Warner
Business Process
Improvement Manager

About Us



 **Westland Milk Products**
Hokitika · New Zealand
Nourishment made beautifully



1890's





1968





2022



Daily Management System (DMS)



T1 DMS



T2 Before

Westland Milk Products
Cream & Protein DMS Board
 Safe Home Everyday

Task		Hazards		Controls	
Opportunities to Improve Date: 11/2021					
Concerns	Cause	Countermeasure	Who	Concerns	Who
OB Eng Worn picked up	?	Repaired	Eng		
ET ^{Chem} _{Indic} _{2nd}		Ramping Down Losses	TS		
Production Plan Change on PRT	MTAF Down	change to miscral	TS		

Long Term Problems		Update	Who	When
ROZ Feed Pump tripping on product - On hold	Investigate		IS	
BH/Bnd. CP Pump undersized - Urgent	pump ordered	Due 12/21	RG/D.A	12/01/21
selection of Eng's	Update program	CM Done - Download & hold	OC	20/11
OG skimp 3 let's for Caste's skin				

	Target	Actual	M	T	W	T	F	S	S	Cause	Countermeasure/Immediate Mitigation	Who	When
QIR's Raised	0	1	●		●			●	●				
In Process + RFT Exceptions	0	3	●		●			●	●				
Maintenance Concerns	0	0	●		●			●	●				
Cream Products Downtime	0	0	●		●			●	●				
Protein Downtime	0	16	●		●			●	●	MTAF			
Drain Losses	0	1	●		●			●	●	PRT-06			

LINE FROM AMP SOP TO LEADER, DRINKS / FLOW

Recognition:

Dale Pearson - helping support Ob-G

Jono Ross - Helping with Ob-G

T2 After



T3 Before

Westland Milk Products

LMS

1. Safe Home Everyday
Month: Jan

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30/31

2. Leader Led Safety

Weekly Topic	Target	1/day	1/wk	1/wk
Early Discomfort	1	1	1	1
High Risk Permit	1	1	1	1
PTW L2 Audit	1	1	1	1
Gamba	1	1	1	1

3. Daily KPI

Item	Target	Actual	M	T	W	T	F	S	S
Red QIRs raised in last 24 hrs	0	0	●	●	●	●	●	●	●
In process exceptions Powder & PX	0	50	●	●	●	●	●	●	●
In process exceptions Protein & Cream D6	0	5	●	●	●	●	●	●	●
In process exceptions Protein & Cream D6	0	0	●	●	●	●	●	●	●
Unplanned Downtime Powder & PX	0	16	●	●	●	●	●	●	●
Drain Loss exceptions Powder & PX	0	1	●	●	●	●	●	●	●
Drain Loss exceptions Protein & Cream D6	0	0	●	●	●	●	●	●	●
In process exceptions ITN	0	0	●	●	●	●	●	●	●
In process exceptions ITN	0	0	●	●	●	●	●	●	●
Unplanned Downtime ITN	0	0	●	●	●	●	●	●	●
Drain Loss exceptions ITN	0	1	●	●	●	●	●	●	●

4. Milk Balance

CARRYOVER (m3)
TARGET: 1300
ACTUAL: 1,941

MILK TO SITE (m3)
TARGET: 2,823
ACTUAL: 2,713

5. Opportunities to Improve (Process, FS, ES, H&S)
Date: 14/01/2020

Concern	Cause	Countermeasure	Who
MVE performance	Unknown	Investigating cause	SP

6. Daily Performance

Item	Yesterday Actual	Today Planned
D1	20	18
D2	20	18
D3	20	18
PX	20	18
Churn	20	18
AMF	2	10
Protein	4	14
D6	4	14
D7	14	15

Westland Milk Products

Site DMS

1. Problem Solving Against Site Triggers (< 7 days)

No	Description	Step	Owner	Start	Completed
QIR 10007	SIL PARTS ON FILTER	2	DB	11/01/21	
	Decanter Failure	CP	14/1		

2. In-Process Bad Actors

Raw Milk: APC
LSM: APC
PX

3. Priority Specs

D2/D3: 2308
D3: 3100, 2416, 3414
PX: 6507
PET: 4220, 4214
D6: 2240
D7: D8 Series

4. On Call

This Week: KELLY
Next Week: DAVID B

5. Breakouts

- No PO - No Sb
- Honeywell Code Freeze 16th
- LVC register reminder
- Westland IT change done
- DAF Shutdown 25th 0800 - 1100 for Comm
- Oufall Pump Maintenance
- No major CIPs during this period

T3 After

KN Yili Oceania

Boards

Items

People

Reports

Admin

Create

Search



WMP - Management Systems > WMP - Daily Management System HKK T3 >

My Role on Team

Location

How did we do?

Safety + Enviro reports last 24hrs	NCR (Amber + Red) last 24hrs	Events last 24hr	OOS Last 24hrs
1	1	2	0
Safety + Enviro Active	NCR Active	Events Active	OOS Active
4	83	71	6

Card 1 of 3

Meeting Links

- Carryover + Milk to Site
- Composition
- Drain Losses
- Training
- Production Plan

Zero Harm

Zero Harm	Investigations open	Ready for H&S approval	Open Corrective Actions	Days since last H&S incident
	5	0	40	0

Card 1 of 2

Total Cost of Quality

Cost of Quality	Red NCR + Amber FM	Quality Customer Complaints	Active Audits	Days since last RMPE
	4	-	10	23

OEE



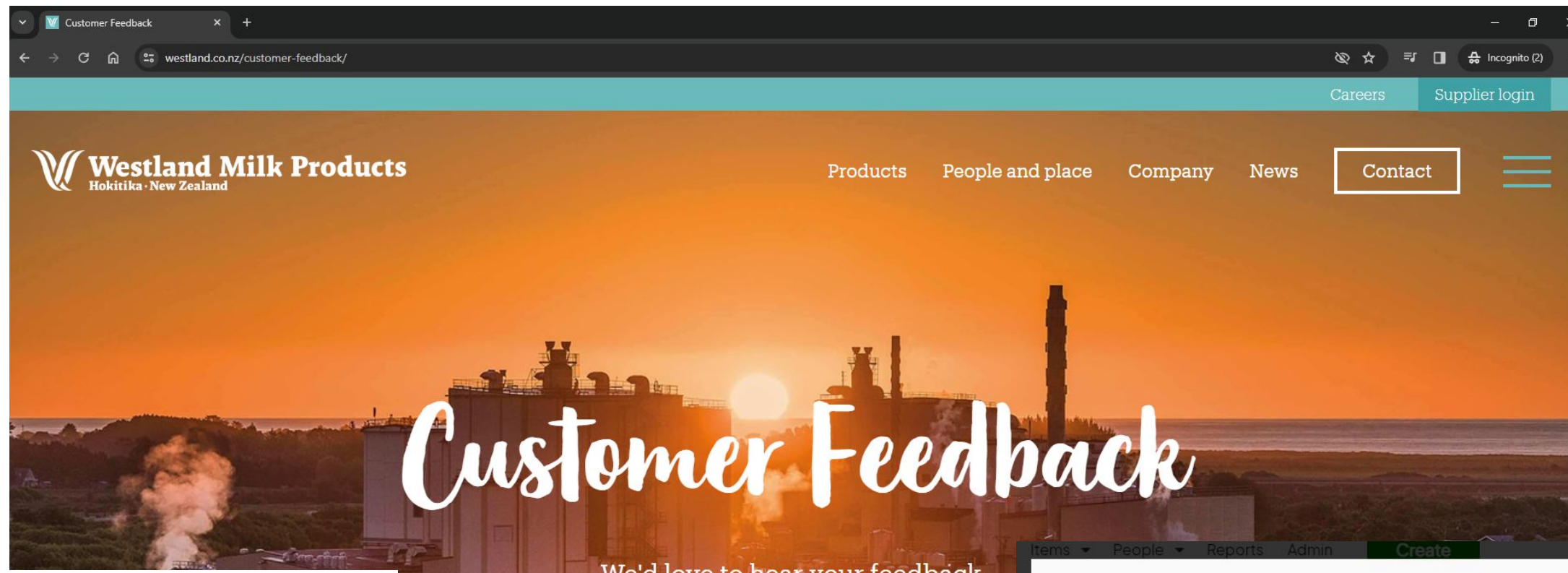
OEE Board

Overdue more than 24 hours - All Items



Customer Feedback





English

Product Complaint Form

Customer Name *

Your contact email address *

Customer Purchase Order Number *

Country of Delivery *

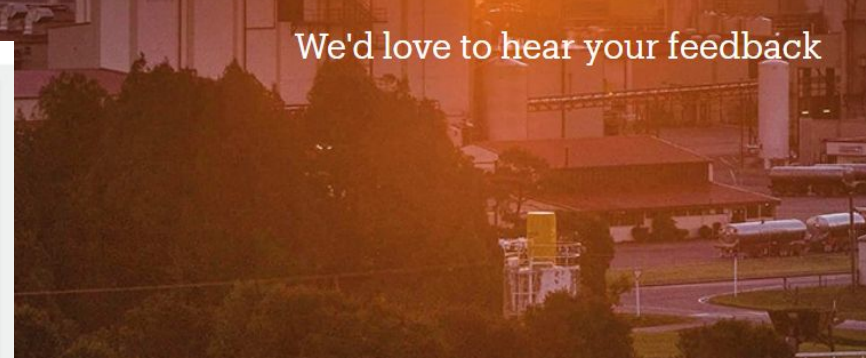
Date product was received by the customer *

Issue *

Description of the Issue *

Evidence of the issue

Drag files here or [Select files](#)



Items People Reports Admin Create

WMP - Customer Complaint #1879842

COMPLETE

WMP - Customer Complaint Images Comments Improvements Tasks Charts Timeline Other

Details of WMP - Customer Complaint

Complaint Category
Damages/Commercial Complaint

Complaint Status Closed	Complaint Date 21 Dec 2022	Complaint Classification Green	Complaint Type Damages: Container
Customer Name [Redacted]	Customer Ref Number 613772	Customer Number C700415	
Country Singapore	Sales Order Number S0034240	Batch NA	Pallet Number None
Specification Multiple	Cypher Multiple	Price Per MT N/A	
Credit Amount Requested [Redacted]	Credit Currency Requested NZD	Has Complaint Been Substantiated? No	
Sales Account Manager Stacey Tomlin	Responsible Business Area Supply Chain		

Team

Responsible
Jessica Rautenbach

Author
WMP Robot

Collaborator
Ash Ryder, Nick Batkin

Dates

Created
21 Dec 2022

Start
23 Dec 2022

Due
23 Feb 2023

Completed
07 Mar 2023

Good Manufacturing Practice (GMP)





KN Yili Oceania Boards ▾ Items ▾ People ▾ Reports Admin **Create**

complaint x 🔍 📖 👤

WMP - Quality and Compliance Boards > WMP - GMP audits + Add ▾ Actions ▾

(178) GMP audits

(6) Active	(2) Overdue	(170) Complete
<input type="checkbox"/> GMP Audit ID 190 - Hickory - 18/01/2024 Status: Active Milestones: <input type="radio"/> Manager Sign Off Due: 29 Mar 2024 Last Updated: 25 Mar 2024 Facilitator: Mark Tait	<input type="checkbox"/> GMP Audit ID 207 - Hickory - 23/02/2024 Status: Overdue Milestones: <input type="radio"/> Manager Sign Off Due: 22 Mar 2024 Last Updated: 23 Feb 2024 Facilitator: Mark Tait	<input type="checkbox"/> GMP Audit ID 3 - Segregation - 03/04/2023 Status: Complete Milestones: <input checked="" type="checkbox"/> Quality Team Leader Sign Off Complete: 21 Apr 2023 Last Updated: 21 Apr 2023 Facilitator: Nicholas Meldrum, Paula Acuna, Rebecca Davis
<input type="checkbox"/> Pre-Shutdown GMP Milestones: <input type="radio"/> Manager Sign Off Due: 31 Mar 2024 Last Updated: 26 Mar 2024 Facilitator: Katelyn Hogg	<input type="checkbox"/> GMP Audit ID 208 - ROL Warehouse - 23/02/2024 Status: Overdue Milestones: <input type="radio"/> Manager Sign Off Due: 22 Mar 2024 Last Updated: 23 Feb 2024 Facilitator: Mark Tait	<input type="checkbox"/> GMP Audit ID 7 - Engineering - 05/04/2023 Status: Complete Milestones: <input checked="" type="checkbox"/> Quality Team Leader Sign Off Complete: 20 Apr 2023 Last Updated: 20 Apr 2023 Facilitator: Cole Stanton
<input type="checkbox"/> GMP Audit ID 214 - Powder - 04/03/2024 Status: Active Milestones: <input type="radio"/> Quality Team Leader Sign Off Due: 01 Apr 2024 Last Updated: 25 Mar 2024 Facilitator: Mason Martin		<input type="checkbox"/> GMP Audit ID 11 - Protein - 06/04/2023 Status: Complete Milestones: <input checked="" type="checkbox"/> Quality Team Leader Sign Off Complete: 27 Apr 2023 Last Updated: 27 Apr 2023 Facilitator: Timothy Scadden
<input type="checkbox"/> Pre shut down GMP D7 Status: Active Milestones: <input type="radio"/> Quality Team Leader Sign Off Due: 01 Apr 2024		<input type="checkbox"/> GMP Audit ID 4 - D7 - 04/04/2023 Status: Complete Milestones: <input checked="" type="checkbox"/> Quality Team Leader Sign Off Complete: 19 Apr 2023

1. Personnel Health and Hygiene 0 of 7 items checked	Visitors and contactors are all signed in and redline inducted	779	Acceptable? (N/A if not checked with explanation) <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A	
2. HACCP 0 of 7 items checked				
3. Control of physical contamination 0 of 12 items checked	All staff within redline are wearing the correct PPE for the area and do not have: - jewellery or watches - nail polish or false nails - excessive makeup or false eyelashes - Perfumes or aftershave - Chewing gum or food or spitting - Writing implements behind ears - Non metal detectable pens - Exposed cuts (Gloves and MD bandaids are worn) - Personal Cell phones	781	Acceptable? (N/A if not checked with explanation) <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A	
4. Control of Microbiological Contamination 0 of 15 items checked				
5. Allergen Management 0 of 4 items checked				
6. Control of Maintenance Compounds and Chemicals 0 of 3 items checked	Beard masks and hair nets are being worn correctly (All hair contained)	782	Acceptable? (N/A if not checked with explanation) <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A	

Comments

Comments

Comments

Review Actions Home

GMP Audit ID 224 - External - 14/03/2024

#2824575

ACTIVE 🔄 🕒 🔖

WMP - Event Comments Nested Items Timeline

Details of Event

Event Type (WMP)

GMP Audit

Cause

Routine GMP Audit

Background

Audit Date:	14/03/2024
Audit Dept:	External
Auditor:	GoldyK@westland.co.nz
Accompanied By:	
Audit Score:	90%

Observation Date/Time

14 Mar 2024 1:00 PM

Does this Event require an NCR to be raised?

No

Does this Event require a Safety or Environmental Event to be raised?

No

WMP - Quality

Milestones

Manager Sign Off 🔔 → Quality Team Leader Sign Off 🔔

Submit for Manager Sign Off

(5) Follow-Up Items

Status	Template	Title	Key People	Key Dates
Active	WMP - Task	GMP Audit Action - Bird activity - 14/03/2024 - /	Responsible: Timothy Sci	Due: 11 Apr 2024 Last Updated: 14 Mar 2024
Active	WMP - Task	GMP Audit Action - visible waste - 14/03/2024 -	Responsible: Chris Pullen	Due: 11 Apr 2024 Last Updated: 14 Mar 2024
Active	WMP - Task	GMP Audit Action - loose items risk - 14/03/202	Responsible: Timothy Sci	Due: 11 Apr 2024 Last Updated: 14 Mar 2024
Active	WMP - Task	GMP Audit Action - pest activity seen - 14/03/20	Responsible: Sean Maffe	Due: 11 Apr 2024 Last Updated: 25 Mar 2024
Complete	WMP - Task	GMP Audit Action - Identifiable staff - 14/03/20	Responsible: Kent Routh	Complete: 15 Mar 2024 Last Updated: 15 Mar 2024

Task Type (WMP)

GMP Audit Action

Description

GMP Category:	3. Control of physical contamination
Question:	Tools and equipment are in good condition, not damaged, no pieces missing or garks etc
Reference:	PRP MANUAL
Standard not met:	Cracked plug cover in silo gallery CIP return sticker peeling off in silo gallery
Corrective Action:	Raise a WO for repair Request a new sticker

Image(s)



Improving the process

VS

The process of improvement



What's Next?





**pure
nutrition**



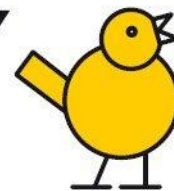
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CANARY



*making
food
fabulous*



