



AUBURN

TECHNICAL
ASSISTANCE CENTER

Auburn Works

Auburn Technical Assistance Center News Briefs For Stakeholders

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Since 1976

Helping Business and Industry Become More Competitive

First Quarter 2009

ATAC's Hank Czarnecki new AME president for Southeast

Hank Czarnecki, ATAC's Lean team leader, is the 2009-2010 president for the Association for Manufacturing Excellence Southeast Region.



AME is the premier organization for the exchange of knowledge in organizational excellence in the United States. AME promotes that knowledge through the implementation of techniques such as Lean Tools, Leadership, Lean Production Development; Supply Chain and Lean Accounting.

AME is comprised of 11 regions throughout the U.S., Canada, the United Kingdom and Australia.

ATAC end-of-the-year report

ATAC ended 2008 having conducted 230 development & training events with 4,397 enrolled participants.

Client surveys indicate that ATAC projects resulted in \$8.73 million in increased or retained sales for those clients; \$3.72 million in cost savings; \$11.62 million in new investment; and the creation or retention of 93 jobs.

The core outreach program for AU's College of Business, ATAC completed more than 335 business, technical assistance and workforce training projects, with an overall customer satisfaction rating of 9.4 on a 10-point scale.

ATAC deploys a geographically balanced program, having conducted projects with clients in almost all 67 Alabama counties. ATAC is an affiliate of the Alabama Technology Network.

ATAC moving CI training into service industries, healthcare, and academic process improvement

Continuous improvement training is nothing new to the Auburn Technical Assistance Center (ATAC), who throughout its more than 30 years of service, has facilitated Lean, Six Sigma and other programs for continuous improvement



Above: ATAC's Rick Battye talks about process flow improvement techniques to Aflac personnel during a two-day Lean Seminar presented to a group of 130 employees of the insurance giant's Claims Division in February. ATAC has worked with Aflac for the past year and one-half conducting training in Lean and Six Sigma process improvement techniques.

with hundreds of manufacturing firms in Alabama and throughout the Southeast.

ATAC recently began taking those techniques into the service industry, healthcare, and academic program improvement arenas.

Beginning this work with Aflac of Columbus, Ga. about a year and one-half ago, ATAC has since introduced Lean, Six Sigma, Problem Solving, Value Stream Mapping and other efficiency improvement tools and methods in both small and large-scale training seminars as well as on-the-floor kaizen, or, improvement events.

The results achieved are comparable to those attained in manufacturing environments. Typically: Better than a 90 percent improvement in required lead time for producing a product; 90 percent rise in quality improvement; a 50 percent productivity increase; and more than a 75 percent improvement in space utilization.

To learn more, please visit our web site at www.auburnworks.org.



Above: ATAC's Terri Lawrence begins the out-briefing to hospital administration following a three-day improvement event for East Alabama Medical Center's Home Care Unit in Auburn-Opelika. The event held during January netted an immediate 60 percent efficiency improvement.

Right: Auburn University library personnel are shown participating in the December 2008 kaizen to improve the library's Electronic Journals Process. ATAC facilitated the three-day improvement event along with conducting two days of training for library personnel in Lean Office.



For additional information about any of the items published in this issue of "AuburnWorks" contact Mitch Emmons, 334.844.3881



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Auburn Technical Assistance Center was established in 1976 and is an affiliate of the Alabama Technology Network and an Economic Development Administration University Center. As an arm of the Auburn University College of Business, ATAC provides business and technical assistance, customized training, and consultation in implementing value-added strategies to manufacturers and other businesses, not-for-profit organizations and government agencies in Alabama and the Southeast. Auburn University is an equal opportunity educational institute/employer.



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