



R&R Newsletter

Reducing Risk/Removing Waste

ISO Support Group

JULY 2008

**An ISO 9001:2000
Registered Company**

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LEAN JOURNEY...

Strategy 1:

- Isolate the Value Stream

Strategy 2:

- Specifying Value

Strategy 3:

- Mapping the Value Stream

Strategy 4:

- Making the Stream Flow

Strategy 5:

- Letting Customers Pull Value

Strategy 6:

- Seeking Perfection

CAN LEAN HELP?

Want to know if Lean
applies to your business?

Read about our Lean
Assessment Service

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Removing Waste:

In this Issue under the heading **Removing Waste** I'll be covering the topic of **Lean Operations – Example: Vermont Tubbs goes lean and green**

The following is a brief overview of a Lean implementation story:

Vermont Tubbs, Brandon, VT... A hardwood furniture manufacturer that has been in existence for the past 160 years, originally as a hardwood ski and snowshoe supplier. This domestic case goods producer has recently implemented several strategies to “reduce its environmental impact”. Each piece of its ash and birch hardwood furniture is bench-made by one artisan from start to finish. According to the company, both wood species are harvested from sustainably managed forests within a 150-mile radius, which cuts down on gas and emissions caused by longer transport. These forests are not clear-cut... for every tree harvested, another is planted.

The company has adopted “lean manufacturing” practices to cut down on waste and lower electricity usage. The company uses water-based glue as well as paints and stains free from formaldehyde and metal. In the past, paints and stains had high VOC (Volatile Organic Compounds) emissions and the sprayer filters had to be disposed of as toxic waste. Now, furniture finishers are not required to wear masks, and sprayer filters can decompose in a regular landfill. In fact, Vermont Tubbs’ finishes are so environmentally friendly that its finishers do not have to wear any protective gear.

When each furniture piece is completed, the maker signs and dates it - ensuring accountability for product quality. The furniture also goes through a five-point check system designed to keep quality high and returns to a minimum—which in turn saves trees, electricity and fuel. As the furniture leaves the factory, further green-conscious procedures help keep Vermont Tubbs’ carbon footprint small. For example, the company’s corrugated cardboard packaging is renewable and biodegradable... and Vermont Tubbs’ partner trucking companies only pick up furniture on a weekly or bi-weekly basis. Running full trucks cuts down on fuel usage as well as damage caused by loose packing.

Denise Ogurkis, Vice President of sales and marketing for Vermont Tubbs, says “We believe that the future of our children and grandchildren and their children and grandchildren are the most important reasons to be conscious of the environment.” “It is important that, regardless of the work we do here at Tubbs to make furniture, what we don’t do is leave a path of destruction behind us—and that we do leave a clean environment for those who follow.”

To view more information on this example (and others)... you can visit our Newsletter page at our website to view the complete article: www.isosupport.com/newsletters/newsletters.htm

PS: Don’t forget to look at the Q&A section of this Newsletter for some final thoughts on this Lean implementation example.

PUBLICATIONS

Click [HERE](#) to learn more about the manuals & books that we've recently published:

- ISO 14001:2004 Environmental Manuals
- "The 3 Biggest Mistakes People Make with ISO 9001"

TRAINING:

- Process/Value Stream Mapping
- 5S for Service/Mfg
- Lean Essentials/Kaizen
- Business Modeling and Performance Measure'ts
- Root Cause Analysis and Corrective Action
- Mistake Proofing
- Continual Process Improvement
- Strategic/Business Planning
- Malcolm Baldrige Training
- Privacy Program Training (PIPEDA)

****View [agendas](#) at our website****

Email Tim.. [HERE](#)

For more information on training provided by ISG on Process Improvement/Lean (Manufacturing/Office), please visit our website at www.isosupport.com. Once there, you will also find information about the following:

"Process Improvement/Lean Assessment: Can Lean help you?"

If you want to find out if Lean applies to your business, visit our website and read about our Lean Assessment Service by going to:

http://www.isosupport.com/services/lean/srvcs_pi_lean.htm

"The 3 Biggest Mistakes People Make with ISO 9001"; ISO

9001:2000 Tips, Tools and Techniques

Click here: <http://www.isosupport.com/books/books.htm>

If you enjoyed reading our previous ISO Newsletters you'll find that this book contains many of the practical approaches and advice that I've discussed in these Newsletters over the past 5 years.

Q: What are the "lessons learned" from this example?

A: Here's a few... (plus I'll give you a quick overview of the changes found in the new ISO 9001:2008 International Standard due out in Oct/2008)

1. Lean practices can not only drive continuous improvement as required by ISO 9001 but it can also assist your environmental initiatives (and ISO 14001);

2. By applying Lean you don't have to incur higher costs to be a good corporate citizen... you can actually save money by being green;

Now a few words on the new ISO 9001:2008...

- Final voting is underway and formal publication is expected in Oct/2008;
- The changes made are considered minor compared to the last revision;
- The numbering of all the Clauses will remain the same;
- At this time it does not appear that they've added any new "shalls";
- The changes are mainly for clarifying existing wording;
- The ISO Registrars will likely upgrade their Clients to ISO 9001:2008 during their next scheduled visit after October or within a year after it is officially released, whichever comes first.

Until next time...

Tim Renaud

Helping Business Professionals Reduce Risk and Remove Waste!

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Tim Renaud, P.Eng., B.A.Sc., is a senior trainer and consultant with the ISO Support Group. His business experience covers over twenty-two years with both small and large organizations within various industries. He began consulting in 1992 and achieved ISO 9001 Registration for ISO Support Group in Oct/1998. Specific areas of expertise include training and consulting on installing ISO Management Systems, as well as implementing Process Improvement Strategies, always with a focus on reducing risk and removing waste (becoming Lean). Association memberships include the American Society for Quality (ASQ) and the Professional Engineers Ontario (PEO).