

TEAM BRIEF

Quarterly newsletter from Rudolph & Hellmann Automotive

Spring 2018

Your Voice – making sure employees views are heard



New direct communication channel with employees to enhance feedback, innovation and foster an inclusive culture at R&HA.

Your Voice is a web app employees can download to their smart phone

It will provide quick access to news, updates, awards and see colleague feedback on surveys suggestions and points raised. With responses, comments and feedback posted either anonymously or named, it is designed to provide the freedom to give honest answers – so the senior management team can identify issues and resolve them more quickly than current means.

Better communication is a key priority

The senior management team has identified the need to develop stronger direct communications channels with everyone in the business. Whether it's getting feedback on changes made or we are thinking of making – Your Voice will enable anyone working at R&HA to bypass the standard reporting channels and get right to the top – and Nigel Hayes – in a 'one-to-one' and one to all communication.

What's in it for customers?

A more organised, improved approach of collaboration – and a common technology to get innovative ideas direct from the shop floor, where the work is done – will accelerate the implementation of good ideas and best practice. It reshapes our whole relationship with the workforce and drives a focus on continual improvement for the customer.

Working in partnership with our BMW Client at the Mini Production Plant in Cowley

Over the forthcoming months and as we approach the one year countdown and initial first phase of the implementation of Brexit on 29th March 2019, we will be providing regular updates including answers to the most frequently asked questions.

Other information will include extracts from legal and Government websites in addition to reflecting any internal decisions made by the Company and our Clients to support all of our employees and Associates during the process of Brexit. Our ultimate aim is to ensure that this fundamental change, takes place as seamlessly as possible.

During this period, we wish to reassure you that, whilst the principles of Brexit remains subject to change as ongoing debates continue within the Government, where feasible, we want to inform everyone, that with the collective support of our management and that of our Clients, we are doing everything possible to ensure that we maintain business continuity today and post Brexit.

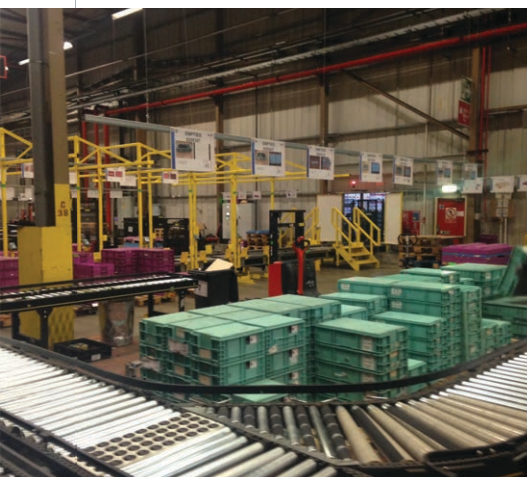
We aim to support all of our Associates who have joined us or are considering joining us from outside the UK. Ongoing help will be provided in terms of information, assistance with any "Settled Status Resident Applications", sourcing accommodation and recruitment opportunities. However, based upon current and ongoing Government reports, negotiations and recently signed agreements, we genuinely do not feel that the impact of Brexit will be as significant as originally anticipated. Likewise, it is clear that our multi-cultural workforce provides the best mix of skills for a long term sustainable business, and as such, our policy is to support our employees through this period.

We therefore ask that everyone keeps their eyes on the notice board and our website for ongoing updates including the first FAQ notice to follow. We will also be looking for "Brexit Coordinators", to assist us with ongoing updates. In the meantime, the HR Department are happy to see anyone with any concerns.

Thank you and here's to a successful and seamless Brexit ahead.

Automated sortation conveyor transforms segregation of 11,000 container types

The client procurement of this conveyor system was supported by R&HA's training and projects department. The whole infrastructure was installed and tested within 14 weeks.



Production line logistic challenges eased

As parts are consumed at the production line, R&HA associates collect the empty containers and deliver them back to a manual sortation area. Over 750 containers are sorted, cubed and banded on a given 24 hours, all done within a compact, very busy work area, utilising a large workforce. The returned used containers are manually loaded into the conveyor in no particular order. The conveyor then pushes each container through high accuracy recognition hardware to segregate the 11,000 different containers that are utilised at the manufacturing plant. Once recognised – each container is segregated onto a specific sortation unloading area where a R&HA operative unloads and cubes each container. Where relevant each KLT cube is then passed through a secondary automated process to band and secure ready for back loading.

Triple whammy of financial, operational and health & safety benefits

As an established solution, the conveyor systems have had successful implementation at several other OEM manufacturing plants. The key benefits are the reduced scope for error and potential increases in volumetric throughput capability. This increased efficiency, promoted safer and cleaner working practices within the empty container sortation environment. As a result, the implementation has significantly improved efficiency, created a safer working environment and delivered increased employee morale.

Tow Train Safety Campaign Delivers

An innovative training scheme designed to drive out common operator mistakes and reduce the possibilities of accidents ended in a competition between the 15 tow train teams.



Busy automotive manufacturing facilities mean extra vigilance

High volume automotive manufacturing facilities can be a challenging place to work, but health and safety cannot be compromised. Which is why R&HA have a dedicated team of Health & Safety professionals.

Moving Tow Trains across live production environments multiple times a shift

The danger is that people are focused on their daily tasks and with a tow train and its loaded carriages passing close by, every precaution must be taken to avoid injury. A training and awareness campaign based around eradicating the most common causes of incidents and accidents was launched.

The competitive league tables over 30 days virtually eliminated incidents

After the campaign was delivered a competition was run for the 15 tow train teams. This was to encourage better driving performance of operators individually but also to ensure this was monitored by their peers and work colleagues.

The success of the campaign helps make the Oxford site a safer place to work

The campaign was a real success with nine teams avoiding any incident reports for the 30 consecutive days. It has made the Oxford site a measurably safer place to work with a marked drop in tow train accidents.

Unique Team Leadership Development Programme



One of Britain's leading national training providers have been appointed to help with the personal development of individuals selected to be the next generation of team leaders.

The programme is unique to Rudolph & Hellmann Automotive

It's been developed through a collaborative approach involving the Operations Director, COE and a number of Team Leaders currently working from the Oxford site. This active involvement with Intraining, the training provider, is to ensure the course is relevant to the real world environment and challenges of the automotive industry.

Team leaders give direction and guidance to ensure the achievement of set goals

Developing effective working relationships, managing resources and implementing change are critical skills needed by anyone in a Team Leader role. Team Leaders play an integral role in supporting the organisational objectives including: monitoring work, giving feedback, briefing teams, supporting team members, resolving problems, procuring supplies, project management and delivering and improving customer service. Having a structured approach to delivering these skills is essential for the ongoing success of Rudolph and Hellmann Automotive.

Susan Dennyson is our dedicated "Intraining Trainer" working with Nigel Hayes and Paulina Hajdyla.

www.rh-automotive.co.uk

Raising The Standards

Achieving two new internationally recognised levels of accreditation and transitioning to ISO 9001:2015 means Rudolph and Hellmann Automotive are operating to some of the highest management standards in the sector.



The last 15 months has seen a lot of continual improvement

Continued compliance to our managements systems via internal and external audits evaluations.

1. Certification to OHSAS 18001 Standard
2. Transition to the new ISO 9001:2015 Standard
3. Certification to ISO 14001 Standard

Certification to OHSAS 18001 Standard

OHSAS 18001 is a framework that has helped us put in place the policies, procedures and controls needed to achieve the best possible working conditions and workplace health and safety.

Transition to the new ISO 9001:2015 Standard

This is the latest edition of ISO 9001, ISO's flagship quality management systems and brings the standard up to date with modern needs. ISO 9001 demonstrates our services are consistently good quality. It also acts as a tool to streamline our processes and make us more efficient at what we do.

ISO 14001 Certification

ISO 14001 requires organisations to effectively manage its environmental impacts through commitments to pollution prevention, legal compliance and continual improvement. This means putting in systems that both benefit the environment but also reduce costs and improve efficiency.

Investment in 'Lean' Training Centre – RL6 – Germany

Logistics is about getting things done in the most resource efficient way, it's a skill which can be learnt. This new training centre will provide an edge to all those who pass through it.



Starting with the basics of logistics

The training centre provides the tools and facilities to embed the lean Quality Management System (QMS) starting with the basics of logistics, truck and cargo safety. It is designed to enable those receiving training to develop structure, focus on results, identify non-value added activities and motivate workers to deliver results. Each core process, process criteria, and method is used to increase the focus and effectiveness of the QMS.

It helps develop each individual's skills in five areas

- Enables them to develop a structure which creates results
- Visualise waste through clear data, metrics, and expectations
- Increase worker capability
- Drive waste out of the system
- Continually improve processes

870 m² of space dedicated to developing the knowledge on eliminating waste

Waste can occur at all different places: in the communication, redundant paths, unnecessary waiting times or even by non-ergonomic workplace design. Which is why the training centre provides the perfect environment to help focus attention on recognising and avoiding waste in everyday work.

ISO 14001 helps the environment and raises £1,254 for life saving research

Initiated by the ISO 14001 Rudolph and Hellmann's Paul Wheeldon set up Cancer Research Donation Stations at Lichfield, Darlaston and Cowley and the latest donation raised £1,254.



How the Donation Stations work

Set up in the workplace, they enable anyone to donate old clothes, books, films and other household things. The Charity is then able to take the donated goods and turn them into funding for their incredibly valuable research.

Why ISO 14001 has helped drive this initiative

ISO 14001 certification delivers more than regulatory compliance and the ability to meet supplier requirements. It helps businesses of all sizes across all sectors make their day to day operations more sustainable. The ISO 14001 standard provides guidance on how Rudolph and Hellmann consider multiple aspects of our business – so that it reduces its impact on the environment.

Helping raise money for charity and make us a more efficient business

A number of changes implemented under ISO 14001 have resulted in us being a more efficient business. It's the world's most recognised environmental management system. Which is why it's used by any organisation who's serious about improving resource efficiency, reducing waste, and reducing costs.

Launch of Employee Rewards Scheme

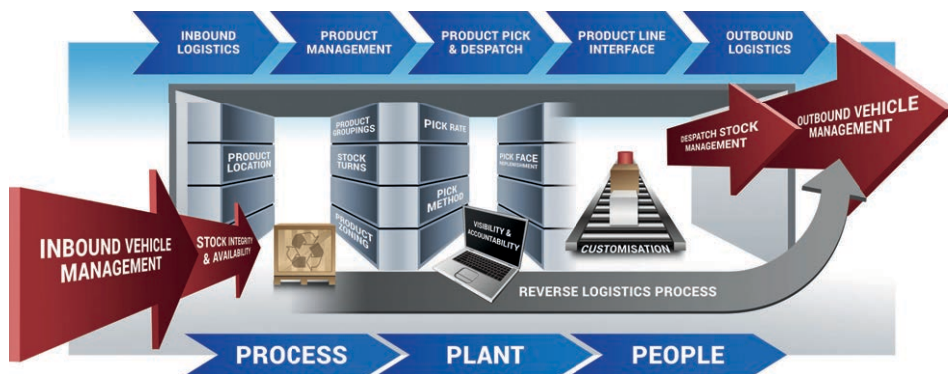
R&HA are focused upon building a powerful performance-based culture of recognition to attract, engage and retain the best talent. This starts with putting people in control of their lives and rewarding engagement.

The power of 3 – Taking our business to the next level

Our goal is to take R&HA to the next level, making us the most productive on-site logistics provider in the automotive sector. That's where our performance-based employee rewards plan comes in to place. Implementing a collaborative employee reward and recognition programme means our people are in control of their own development and choose their own rewards.

- 1) Discount card to make savings on everyday purchases
- 2) Quick access to support on everyday issues through an EPA
- 3) Build a powerful performance-based culture of recognition





Five Questions

Designed to reveal the person behind the job!



Name: **Adam Learoyd**
 Place of Work: **Rudolph and Hellmann Automotive, Oxford, England**
 Job Title: **Senior Operations Manager**

Emma Wright & Sharon Davey Achieve CIPD Level 3 Foundation Certificate in Human Resources Practice

The ongoing investment in people within R&HA means our internal HR administration must have the personnel and skills needed to support it. Congratulations to Emma and Sharon, who have just completed their Level 3 CIPD Diploma in Human Resource Practice.

This ensures they have the essential principles of HR, together with the processes and strategies involved in successful personnel management and development. It perfectly equips them to assess skills within the workplace, understand the level of knowledge required for the different roles and levels. In-turn this means the HR department can work with the operational team managers and map, create and transfer effective skill sets that strengthen the workforce.

They are now qualified to support in all legal aspects of personnel management, as well as effective strategies for successful change management. This includes applying techniques for personnel development and motivation of individuals, teams and whole departments. It's just another step further on the path to making R&HA the automotive sectors leading 'on-site production logistics' provider and a better place to develop skills.



Q1 Name two things you consider yourself to be very good at?

Football and being a Dad.

Q2 Who would you most like to swap places with for a day? And why? Will it be a celebrity? A family member? An animal?

Lionel Messi to experience what it's like to be one of the best footballers in the world and playing in front of millions of supporters.

Q3 If you could choose an age to remain forever, which age would you choose?

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Q4 Describe your life using film titles

Not my life but just my favourite films Rambo, Taken and Toy Story.

Q5 We finish the interview and you step outside the office and find a lottery ticket that ends up winning £10 million. What would you do?

First all I would buy a new house and car. When the kids have grown up I would do a trip around the world.



Supply Chain Consultation

Discreetly assess your inbound and outbound supply chain and submit a detailed report on the areas you can improve and save money.



Process Implementation

Set-up your inbound and outbound supply chain to maximise efficiency, recruit and train your people and step away when everything is working.



Contract Logistics

Provide you with a complete out sourced cost centre operating your SLA and KPIs.



Free Supply Chain Audit 01543 441670

Drive out excess cost and inefficiency from your manufacturing supply chain through better processes, systems and training.