
BETTER ALL THE TIME

In June, a number of you participated in our customer satisfaction survey. We thoroughly enjoyed reviewing your comments and perspectives. We appreciate every ounce of feedback; from the incredibly encouraging to the difficult to hear. Your feedback has helped us gain valuable insight into the way we will be prioritizing our continuous improvement. We have already begun actively addressing your comments, suggestions, and concerns.

In September, we had the opportunity to partner with The Peters Company and perform a LEAN Kaizen event in our container yard. Our specific focus was the process of pulling and preparing trees for shipping. Our innovative group of problem solvers included those who have been a part of the plant pulling process for years. Key team members, supervisors, managers, and office staff helped dissect the process, identify issues and create a better system. Everyone was eager to jump in looking for ways to eliminate waste, add value, and eradicate inconsistency.



If you have been following the LEAN transformation of Robinson Nursery it is likely you have become familiar with the formula for improving a process. The journey of a plant was mapped; from being pulled out of production to being loaded on the shipping truck. The steps that added value to the product were identified and we began looking for ways to eliminate the rest. The team discovered that much of their frustration came from batch processing, poor communication, and unclear standard work.

Netting machines are now moved to the bed where the plants are pulled. One Piece Flow eliminates wasted motion, traffic jams, and over processing. The logistics of the new process were thoroughly mapped out and standard work was created to properly train the rest of the crew. This guarantees fewer defects and significantly boosts consistency.

Three days were dedicated to this event. Prior to this event, it took three days to process a full truck order, about 3200 trees. That same order can now be done in about a day and a half with greater accuracy and less strain on the team. The numbers are exciting but what is even more gratifying is the new attitude in that division of our company. The time and opportunity that was given to share ideas and trial different methods was a truly empowering and meaningful bonding experience for everyone involved. We are grateful to the Peters Company for taking the time to help us create a better tomorrow. Thank you again to everyone who participated in our survey; and to all our customers, we look forward to developing more ways to better serve you and continue Growing Your Expectations.