

“Workculture” Workshop at Medtronic in Puerto Rico

The Association of Manufacturing Excellence (AME) held a workshop called “*Pioneering Approach to Workculture Change*” led by **Dr. Sherrie Ford**, Principal, **Change Partners**, from December 13-14, 2007 at the facilities of **Medtronic** in Juncos, Puerto Rico. The event was coordinated by AME Southeast Regional Board member **Art Hau**, President of **Taino Consulting**.

The workshop was attended by both stateside participants and those from Puerto Rico.

Weather did not help

A late season Subtropical Storm that turned into Tropical Storm Olga formed on December 10 to the northeast of Puerto Rico. It would move across the northern half of Puerto Rico and across Hispaniola bringing heavy rain and flash flooding from late December 10 to December 12. Reports of 10 to 15 inches of rainfall brought serious flooding and flash flooding. Miraculously, the weather cleared up just in time for the event.

Schedules

Travel schedules were tight for both Sherrie and Art. Art returned from two weeks in Spain where he was giving a review course for Lean Certification just before the event and Sherrie was off to France the week following the event.

Support

The host site was a beautiful manufacturing facility in Juncos, Puerto Rico, where **Medtronic** manufactures cardiac rhythm devices, pain management products, pumps and infusion systems used for the treatment of diabetes and implantable devices used in the spinal medical field.

PRiMEX (Puerto Rico Manufacturing Extension Program) gave key support in promoting the event. **Rafael Pagan** attended the workshop representing PRiMEX. PRiMEX is a non-profit consulting group that specializes in providing cost effective technical assistance and technology transfer to small and medium sized business in Puerto Rico.



PRiMEX is one of the centers sponsored by the Manufacturing Extension Partnership (MEP), part of the National Institute of Standards and Technology (NIST), an agency of the U.S. Department of Commerce and the Puerto Rico Industrial Development Company (PRIDCO).

The Workshop

Participants were able to learn a one-of-a-kind model for organizational change from culture change expert and author, Dr. Sherrie Ford.

Sherrie detailed the steps to make change stick by impacting the workculture of an organization. She included several exercises which helped understand the concepts (and were fun to do, also).

The event included a presentation by **Victor Mundo**, Master Black Belt at Medtronic who reviewed Medtronic's continuous improvement activities.

The participants also enjoyed an extensive tour of Medtronic's Cardiac Rhythm Disease Management plant where they were able to observe many best practices.

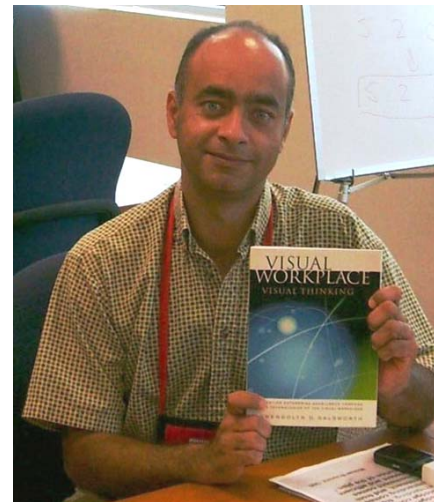
After the tour, a typical Christmas meal was served in the cafeteria for all participants.

Awards

Juan O'Halloran from **Lutron** in Humacao, PR was awarded a copy of Gwen Galsworth's "*Visual Workplace, Visual Thinking*" for documenting his Vest Practice at Lutron. **Amarilys Crespo**, also from Lutron, got a T-Shirt from Taíno Consulting for the for producing the most creative design using Lego pieces. Congratulations to both Juan and Amarilys!

Thanks

Many people contributed to make this event a success. Special thanks go to Medtronic (**Jerry Bussell, Manny Santiago, Ricardo Lugo, Rafael Espinal, Victor Mundo and Evelyn Rodriguez**), PRiMEX (**Noemi Marrero**) and AME Headquarters (**Sara O'Hara and Bryanne Payton**).



Juan J. O'Halloran (from Lutron) received a copy of Gwen Galsworth's "*Visual Workplace, Visual Thinking*" for his Best Practice.



Amarilys Crespo (from Lutron) won a T-Shirt from Taíno Consulting for the most creative Lego design.



A typical Christmas meal in Puerto Rico – lechón asado (roast pork), pasteles, tembleque, etc. – was for lunch on Friday.