

2024 KaiNexicon

WOWhub

theWonderfulcompany™
continuous improvement



Amanda Aikens



James Chang



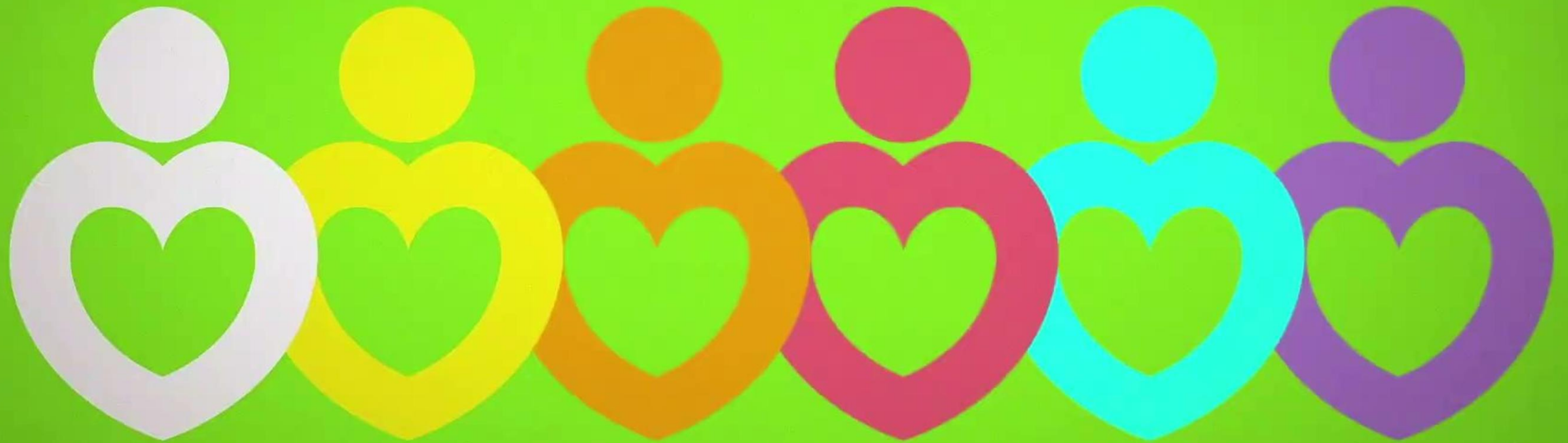
Mike Fierros



the Wonderful company™



PEOPLE MAKE WONDERFUL





WOW

WAY OF WORK





Fortune 100 Best Companies to Work For® 2024 #91

The Wonderful Company



Employees say this is a great place to work

🏢 Manufacturing & Production

📍 Los Angeles, CA, US

📄 View Company Profile

WHAT EMPLOYEES ARE SAYING

The philanthropic efforts this company makes is one of the many reasons I am proud to work here. This company does a great job cultivating innovation and creativity in the workplace through programs like **WOW** and hosting brainstorming sessions around problems or initiatives to be more efficient and make Wonderful the best place to work.



Wonderful Housing Program

COMPLETE

WOW Project

Resolution

Images

Comments

Improvements

Tasks

Charts

Timeline

Other

Project Team

Team Leader

Team Member(s)

Team Support

Coach

Sponsor*

Current Step & Location

Current Step

ACT: Adjust & Standardize

Wonderful Way Pillar

None

Tools and Project Files

Swimlane Mapping Template.xlsx

Fishbone Analysis Template.xlsx

5Why Analysis Template.xlsx

Miro Fishbone.PNG

Yardi Worksheet.xlsx

PLAN: 1– Problem Statement & SMART Goal

Write the Problem Statement using the 4W&1H

What?Where?When?Who?How much?

Problem Statement

Set the SMART Goal

SpecificMeasurableAttainableRelevantTimely

PLAN: 2– Analyze the Problem

Templates are located in the upper right corner under Tools and Project Files

Fishbone

(23) PLAN: 3– Generate Potential Solutions

Title

(14) DO: Implement Solutions

CHECK: Evaluate Results

Display Project Results vs. Goal

ACT: Adjust & Standardize

(14) PLAN: 4– Prioritize Solutions

Title

Difficulty / Impact

Quick Wins

Orange Wash Stops Tracker App

COMPLETE

Quick Win

Resolution

Comments

Timeline

Other

Details of Quick Win

Problem / Root Cause Analysis

Solution

Team

Author

Collaborator

Completed: Jan 12, 2023

Files

Citrus Orange Wash App.png

Links

WOW Projects

wowhub



CAPTURE



MEASURE



SEARCH



SHARE

Continually Evolving



2017



2020



2023





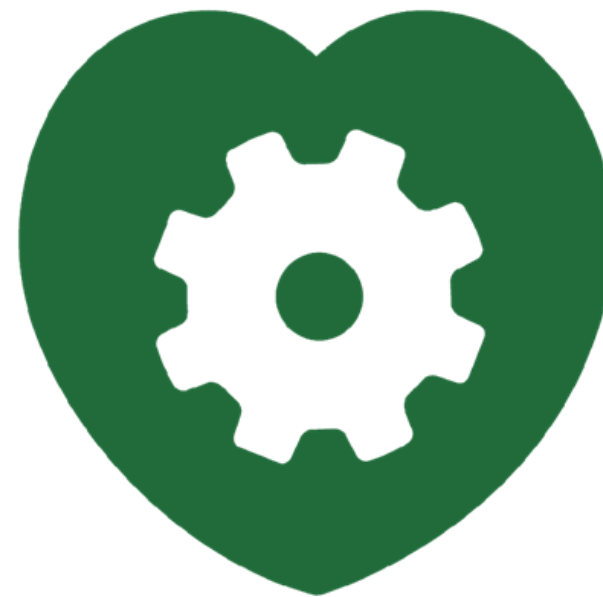
WOW



3.0

WOW

WAY OF WORK





WOW 3.0 in the Hub



WOW 3.0 is here! The new, more efficient way of work that is tailored to meet your specific business needs. We have the tools, trainings, and resources for you to use in Agriculture and Farming, Manufacturing and Operations, and Business and Community.

We invite you to peruse the WOW Principles on this page. They are a source of knowledge-containing standards, systems, and a step-by-step approach to our Way of Work.



- ✓ Quality
- ⚙ Workplace Organization
- 📊 Focused Improvement
- 🔧 Autonomous Maintenance
- 🔧 Planned Maintenance
- 📅 Early Management
- 💡 Training
- 🛡 Safety



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- 🛡 Safety

WOW Principles Overview

WOW3.0 > Manufacturing | Operations >

+ Add ▾

Actions ▾

Manufacturing Operations Principles	Click below for an Overview Guide
<p>WOW Principles are a source of knowledge containing standards, systems, and trainings, as well as a step-by-step approach to our Way of Work.</p> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	


Delivering the highest quality product to our customers

Benefits

- Increased customer satisfaction
- Defect-free production
- Reduced quality costs

Key Activities

- Understand quality defects
- Set standards for inspection, testing, and measuring quality
- Establish supplier quality
- Problem solve for chronic defects




Benefits

- Organized work areas
- Improved safety and morale
- Increased efficiency


Key Activities:

- 5S and initial cleaning
- Work standard development and analysis
- Improvement implementation



Step by Step Guidance

Autonomous Maintenance




Empowering operators to restore and maintain their equipment

Benefits

- Increased efficiency
- Extended machine life
- Reduced safety risks

Key Activities:

- Increase operation knowledge
- Initial cleaning and inspection
- Eliminate sources of contamination and hard to access areas
- Establish cleaning and lubrication standards
- Improve inspection and technical skills




Steps of Autonomous Maintenance

Step 0	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
Preparation and Training	Perform Initial Cleaning	Eliminate Sources of Contamination and Hard to Access Areas	Establish Cleaning and Lubrication Standards	General Equipment Inspection	Autonomous Maintenance Standards	Systemic Autonomous Maintenance	Full Autonomous Management

General Equipment Inspection

Step unlocked upon progress



Updated A3

WOW 3.0 Manufacturing | Operations Project

ACTIVE
👍 🕒 📌

+ Add ▾
Actions ▾

This Item's review date is: Jun 13, 2026 [Review](#) [Edit Review Date](#)

WOW Project 3.0

Team Leader: [Redacted]

Team Member(s): [Redacted]

[Supporting Documents](#) [Print View](#)

Coach: [Redacted]

Sponsor*: [Redacted]

Locations


Responsible Location(s)
Continuous Improvement
(Corporate)

Details

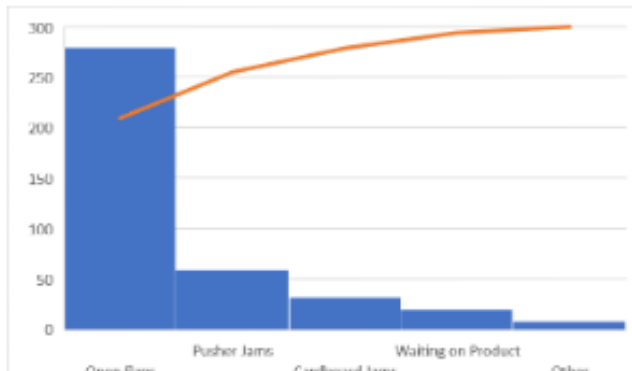
Wonderful Way Pillar	Current Step
➡ Safety and Health & Wellness	PLAN: Prioritize Countermeasure

Information Gathered

500 total stops across 3 packers



Stops on Packer B



(5) Generate and Prioritize Countermeasures

Title	Difficulty / Impact
Countermeasure 1	<input type="checkbox"/> Not Prioritized
Implement a check standard for hot melt adhesive	1 - Low Difficulty / High Impact
Create stops tracker to look at daily, weekly, and monthly trends	1 - Low Difficulty / High Impact
Create cleaning standards for removing dust shiftly	3 - High Difficulty / High Impact
Replace the box with a self adhesive flap	4 - High Difficulty / Low Impact

+ Quick Create

Updated A3

PLAN

4W1H with Is/Is Not Analysis

4W1H	Is	Is Not	Implication
What?	Excessive open top flaps	Side flaps	Only a top flap issue
Where?	Case Packer B	Not other case packers	Not a material issue
When?	Last 3 months	Before the last 3 months	New issue
Who?	All shifts		
How Much?	280 stops		

Problem Statement

In the last 3 months, operators across all shifts experienced an excessive amount of open top flap stops (280) on Case Packer B, which was not seen on the other case packers.

SMART Goal

Goal Statement

We will reduce open top flap stops by 50% on Case Packer B within the next 6 weeks to improve efficiencies and team morale.

DO

(3) Implement Countermeasures

3

Title

Responsible

Due Date

Implement a check standard for hot melt adhesive

Apr 22, 2024

Create stops tracker to look at daily, weekly, and monthly trends

Mar 17, 2023

Create cleaning standards for removing dust shiftly

Nov 14, 2023

CHECK

Evaluate Results

Case Packer B stops in the last 3 months reduced to 95 total stops.



Updated A3

PLAN

4W1H with Is/Is Not

4W1H	
What?	Exces flaps
Where?	Case
When?	Last 3
Who?	All shi
How Much?	280 s

Problem Statement

In the last 3 months, operator
top flap stops (280) on Case

SMART Goal

Goal Statement

We will reduce open top flap
prove efficiencies and team r

Analyze the Problem

```
graph LR
    subgraph Human
        H1[Lack of operator train...]
    end
    subgraph Machine
        M1[Charred hot melt ad...]
        M2[Insufficient PMs]
    end
    subgraph Material
        Mat1[Warped incoming ma...]
    end
    subgraph Method
        Me1[Optimal hot melt ad...]
        Me2[standards for cleanin...]
    end
    H1 --- Spine
    M1 --- Spine
    M2 --- Spine
    Mat1 --- Spine
    Me1 --- Spine
    Me2 --- Spine
    Spine --- Problem[In the last 3 months, operators across all shifts experienced an excessive amo...]
```

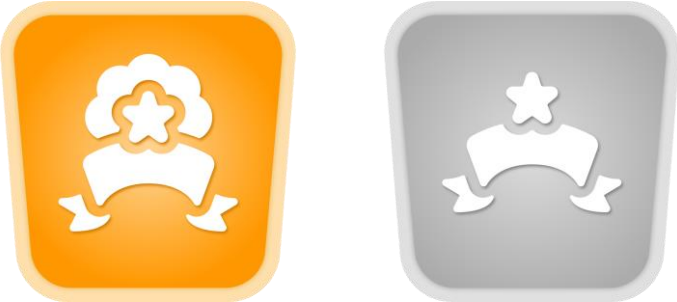
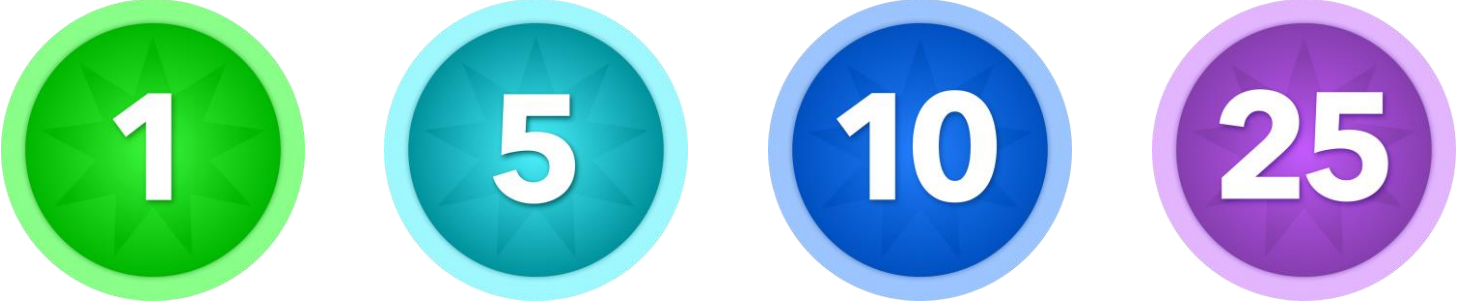
Due Date

Apr 22, 2024

Mar 17, 2023

Nov 14, 2023

Recognition



WIN A FREE TRIP TO
Fiji, Munich, or Los Angeles!

To recognize the most wonderful WOW accomplishments, business unit leaders will nominate projects to be considered for the grand prize: winners' choice of a free trip for two to Fiji with a tour of the FIJI Water plant, to Munich with a tour of the BMW plant, or to Los Angeles to meet Mr. Stewart Resnick!

PROJECT CATEGORIES



i All projects must be completed in the WOW Hub by March 31, 2024

IMPORTANT DATES

APRIL 30, 2024

Leaders submit a maximum of 1 project per category to represent their department

MAY 31, 2024

Semi-finalists present to the WOW board, who select top 6 finalists (2 from each category)

JUNE 30, 2024

Finalists submit videos that are shared with Mr. and Mrs. Resnick/Senior Execs and 3 winners are chosen

Resources & Training Guides

Resources & Training Guides

WOW 3.0 Project Template

- Create a New Project ([PDF](#) | [Video](#))
- Gather Information ([PDF](#) | [Video](#))
- Plan - Problem Statement and Goal ([PDF](#) | [Video](#))
- Plan - Analyze the Problem ([PDF](#) | [Video](#))
- Add a WOW Hub Fishbone ([PDF](#) | [Video](#))
- Plan - Generate and Prioritize ([PDF](#) | [Video](#))
- Do - Implement Countermeasures ([PDF](#) | [Video](#))
- Check - Evaluate Results ([PDF](#) | [Video](#))
- Act - Adjust and Standardize ([PDF](#) | [Video](#))
- Close a Project ([PDF](#) | [Video](#))
- Print an A3 ([PDF](#) | [Video](#))
- [WOW Hub App Upload a Completed Project Guide](#) or [Video](#)
- [WOW 3.0 Boards Overview Video](#)

How to: Project Options

- Defer a Project ([PDF](#) | [Video](#))

How to: Quick Wins

What is a Quick Win?

A quick win is an opportunity that needs little root cause analysis, has a simple solution, and immediate benefits. Quick wins are easy to implement and do not require a full WOW project!

Enter a Quick Win ([PDF](#) | [Video](#))

[Quick Win Best Practice Guide](#)

How to: Get Support & Change Language...

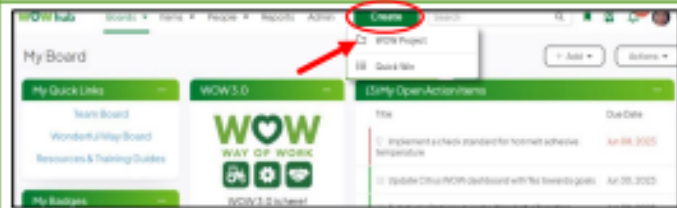
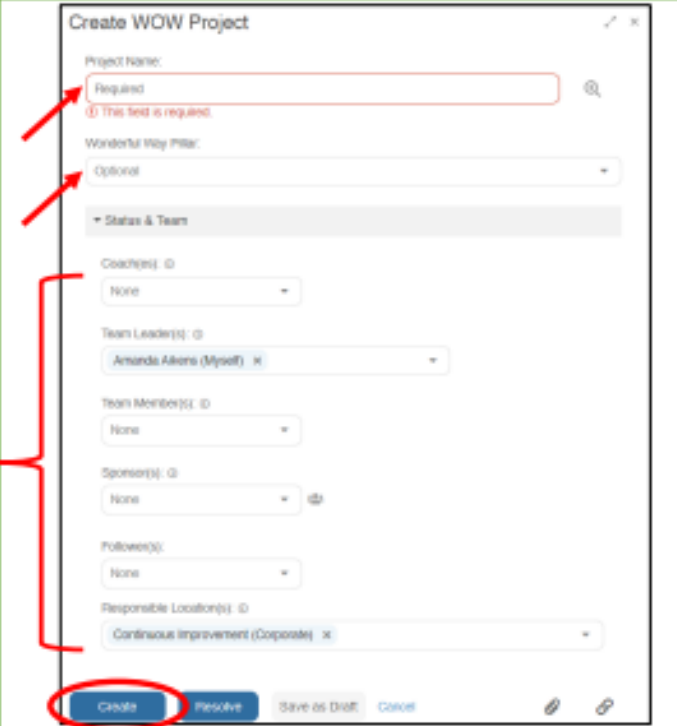
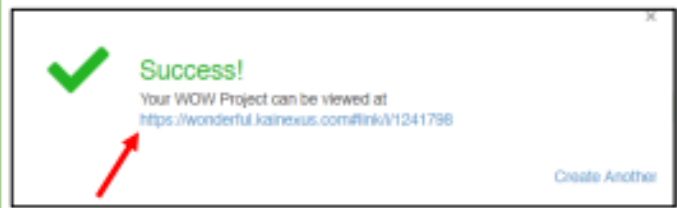
[How to Get Support](#)

WOWhub

Create a New WOW Project

One Point

OBJECTIVE: Learn how to create a new WOW Project in the WOW Hub. These instruction will show a user how to start a new project and enter all the necessary information to submit into the system.

STEP	VISUAL AID
1. On the default page, "My Board": <ul style="list-style-type: none">Click the green "CREATE" button on the top of the page	
2. Select "WOW Project" from the drop-down list	
3. A new prompt will appear <ul style="list-style-type: none">Enter the title of the project (Include process in the title)Enter the most applicable Wonderful Way Pillar. Select one from the drop-down listEnter team members, coach, and sponsor. As the user creating the project, you will automatically be added as the team leaderAlso the team leader's location will appear as the Responsible Location(s). Change or add to as needed. <p>NOTE: See "WOW Project Titles" OPL for examples of good project titles and what to include</p>	
4. Click "Create"	
5. The project has been successfully created <ul style="list-style-type: none">A success window will appear with a link to the new projectClick the link to enter the projectThe project will now also appear on "My Board" as an open/active project	

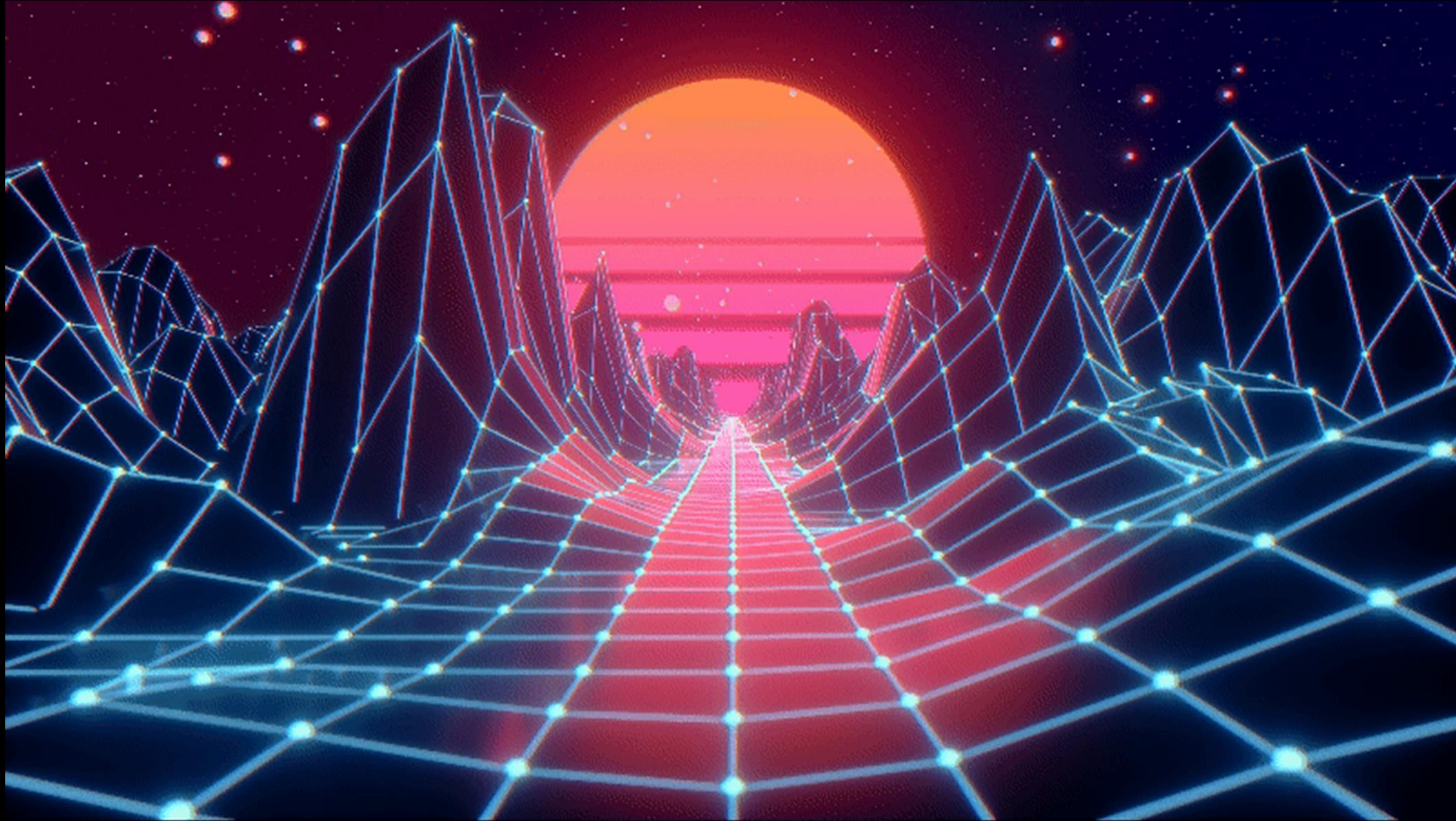
Created By:

Date:

Revised By:

Revision Date:

WOW 3.0 & Beyond



Documents & Checklists

#2472364

Reports Add Actions

ACTIVE

Before / After Pictures

Comments

Timeline

Other

Details

Area

Audit Date

Sep 04, 2023

Responsible Location(s)

Team

Team Leader

Team Member(s)

5S Audit Summary

S1 - SORT (20pts)

13 - Good

S2 - SET IN ORDER (20pts)

15 - Good

S3 - SHINE (20pts)

14 - Good

S4 - STANDARDIZE (20pts)

15 - Good

S5 - SUSTAIN (20pts)

15 - Good

Total 5S Score (100pts)

72 - Good

SORT

Work areas only have the necessary materials, tools, and PPE; Safety Hazards have been removed

3 - Good (>75%)

A Red Tag Policy has been defined, a Red Tag Event has been completed, and all action items have been completed

3 - Good (>75%)

Defective and scrap material is clearly labeled and isolated with due dates for removal from area

1 - Below Average (<25%)


Waste, garbage, and recyclables are collected & disposed of correctly

3 - Good (>75%)

Cleaning supplies & tools are readily accessible to the team


3 - Good (>75%)

Documents & Checklists



MANUFACTURING | OPERATIONS


Initial Cleaning & Inspection Checklist



Location (Area/Line):
Equipment:


Date:

Safety Inspection Points	Y / N	Details
Are all safety devices functional?		
Are all covers in place?		
Are passages and walkways clear?		
Are there any obvious hazards?		
Is the access to emergency exits clear?		
Equipment Body Inspection Points	Y / N	Details
Is there any dirt or dust?		



WAY OF WORK

Daily Safety Assessment



WONDERFUL

Date:

Shift:

Assessor:
(Supervisor)


Safety Risk Level:
(Mark a box after assessment is completed)

Low

Moderate


High

Risk	NO	YES	Suggested Mitigation Actions
Near miss, first aid, injury, or spill last 24 hours			Review incident, ensure countermeasures are in place
Reduced team staffing			Review the job, assess workload, & make action plan













MANUFACTURING | OPERATIONS

Working Motion Analysis

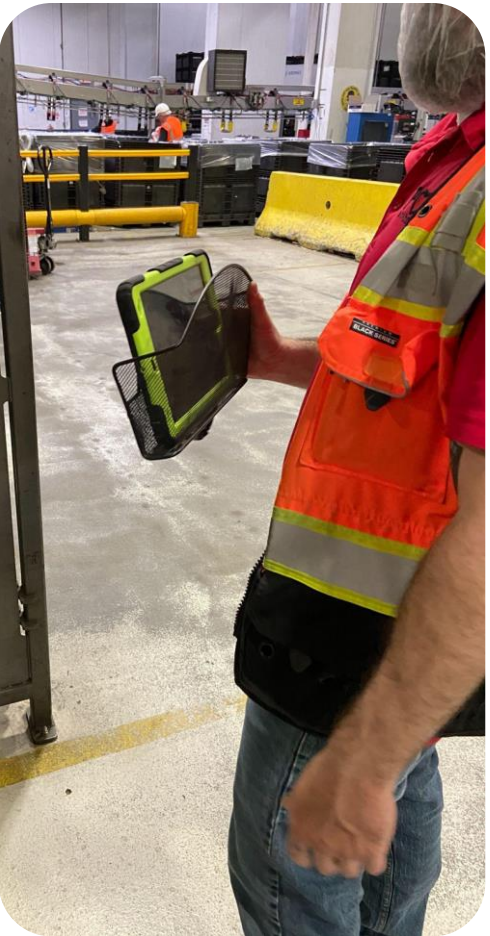


Name(s):
Location (Area/Line):

Station/Process:
Date:

Working Motion	Never, Occasionally, Frequently	Details
During standard task(s), operators have to bend or twist at the waist		
During standard task(s), operators have to excessively rotate or bend their wrist		
During standard task(s), operators have to reach above their head		
During standard task(s), operators need to awkwardly position themselves to complete work		
Operators have to turn around to work on task(s) behind them		
Standard work requires walking greater than 10 feet from the point-of-use		
Operators have to work across multiple workstations		
Operators have to regularly handle materials and/or tools that are heavy or awkward to use		
Multiple people (2 or more) are needed to safely perform a task		
Operators have to do additional tasks to compensate defects in machines or materials		

Opportunities For Improvement:



wowhub



CAPTURE



MEASURE



SEARCH



SHARE

WOW hub





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