

2024 KaiNexicon

WOWhub

theWonderfulcompany™
continuous improvement



Amanda Aikens



James Chang



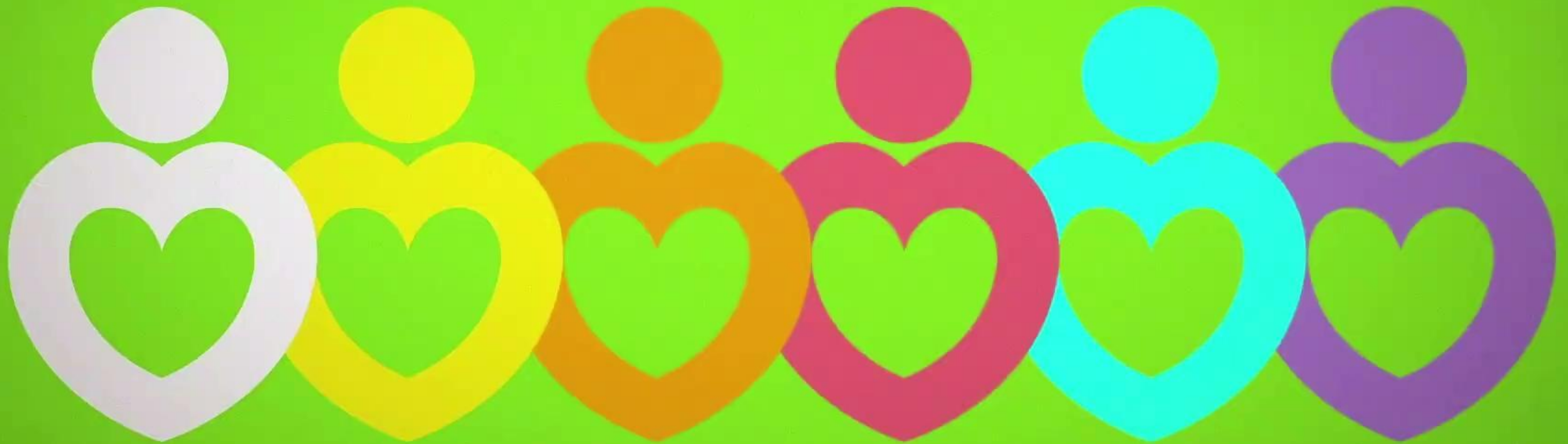
Mike Fierros



the Wonderful company™



PEOPLE MAKE WONDERFUL







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

Print/Save PDF

WOW Project

Resolution

Images

Comments

Improvements

Tasks

Charts

Timeline

Other

Project Team

Team Leader

Eric Sill

Team Member(s)

Erin Treitl (Inactive)

Jeff Zeeb (Inactive)

Team Support

Coach

Amanda Aikens

Lisette Contreras (Inactive)

Sponsor*

Shelley Radford (Inactive)

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?
Lack of a defined process, excessive admin steps & lack of real time accessibility	Wonderful Housing LLC	The past 3 years	Eric's Team, Current and Potential Residence, CSR Executive Team, Talent Acquisition, Finance	85% of current processes are manual

Problem Statement

85% of all processes associated with managing the Wonderful Housing portfolio are manually executed. There is also not a centralized platform to store and track information making it challenging and time consuming to pull reports and provide accurate data. The estimated hours of administrative work has an associated annual cost of \$76,300.00

Set the SMART Goal

Specific	Measurable	Attainable	Relevant	Timely
Processing time (maintenance, admin, ops, etc)	Percent on time reduction & Turn around time	50%	Better customer service, streamlined work, continuous improvement	January 2021

(23) PLAN: 3– Generate Potential Solutions

23

Title

Develop a tenant portal to review status updates & with approvals process for maintenance requests

Develop a process to verify availability housing for new hire and deliver and automated notification.

Develop an automated reporting system to display real time and historical housing data.

Develop request process in a tenant portal

Implement Electronic signatures within the system/ Or use other platforms ex. DocuSign

Eliminate exceptions and have consistency through all categories integrated in the new system

Streamline process and identify most needed information to easily provide financial data on a regular

Understand and identify recurring data needed by all

Develop a marketing tool (video, pictures, etc) in a website to attract candidates

Identify needs/wants for software solution - Proposal

Research software options

Set up a initial call with IT

Follow up call with IT team regarding security and separate access

Get LAIT approval on Yardi security and separate access in the current system

(14) DO: Implement Solutions

14

Set up a initial call with IT

Status: Complete Complete: Jun 16, 2020 Last Updated: Aug 21, 2020 Responsible: Eric Sill Difficulty / Impact 1 - Low Difficulty / High Impact

Identify needs/wants for software solution - Proposal

Status: Complete Complete: Jul 28, 2020 Last Updated: Jul 28, 2020 Responsible: Jenna Hiding

Research software options

Status: Complete Complete: Jun 30, 2020 Last Updated: Aug 03, 2020 Responsible: Shelley Radford

Yardi Demo for all modules

Status: Complete Complete: Aug 21, 2020 Last Updated: Aug 21, 2020

CHECK: Evaluate Results

Display Project Results vs. Goal

With the Wonderful Housing Project being complete, we reviewed our manual vs automated processes and determined we have reached our goal of automating 80% of our processes which has significantly reduced administrative hours (should upload automated vs manual flow chart from before project to now). The centralized platform to process, track, store, and analyze information has saved the Wonderful Housing team and affiliates around X hours/month equating to roughly ~\$61,000 in labor hours annually.

(14) PLAN: 4– Prioritize Solutions

14

Title

Develop an automated reporting system to display real time and h

Eliminate exceptions and have consistency through all categories

Set up a initial call with IT

Difficulty / Impact

1 - Low Difficulty / High Impact

1 - Low Difficulty / High Impact

1 - Low Difficulty / High Impact

WOW Projects

Quick Wins

Orange Wash Stops Tracker App

COMPLETE

Reports Actions

Quick Win

Resolution

Comments

Timeline

Other

Details of Quick Win

Problem / Root Cause Analysis

DO1 Orange Wash was not capturing the number of stops on different pieces of equipment in their area. The area was seeing decreased performance but did not have an increase in equipment downtime, so the team was unsure of the cause.

Solution

The team decided to implement the same type of PowerApp being used in the DO1 bagging area to manually collect the number of stops on each piece of equipment. The app is designed for the operator to use an iPad on the floor. The operator selects the piece of equipment that has stopped and then is prompted to selected one of several reasons as to why the stoppage occurred. This information is collected each day and sent to a SharePoint list which can be exported and analyzed. The area lead sent the equipment and categories, and the team refined the app after using for a couple days to ensure it made sense and the information captured was valuable. The number of stops each day is tracked and helps the teams determine if any standards or improvements need to be implemented. Without the stops, the team wouldn't know where to focus and would not know if the changes they are making are helping.

Team

Author

Amanda Aikens

Collaborator

Miguel Carrillo (Offline), Ricardo Avalos

Completed: Jan 12, 2023

Files

Citrus Orange Wash App.png

Links

Switch Machine

When a machine stops, press the button of the equipment/reason that stopped the machine.

SELECT EQUIPMENT

CBT east

CBT west

HPW North

HPW South

WEGs 1&2

WEGs 3&4

Switch Machine

When a machine stops, press the button of the equipment/reason that stopped the machine.

WEGs 1&2

End counter not aligned

Exp. crash

Chain fell out of track

Upstream stopping

Lanes not aligned

Too much green

Downstream stopping

QC checking H&K

RAA High/Low

PII high/low

Weg system

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wowhub



CAPTURE



MEASURE



SEARCH



SHARE

Continually Evolving



2017



2020



2023





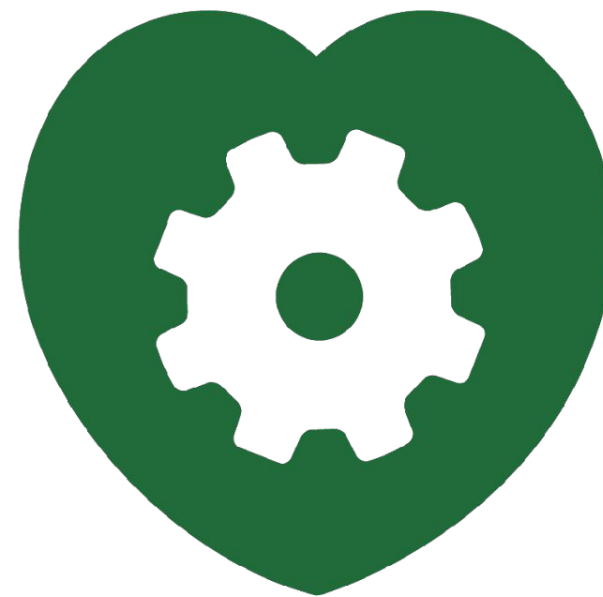
WOW

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

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.



Click below for an Overview Guide






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



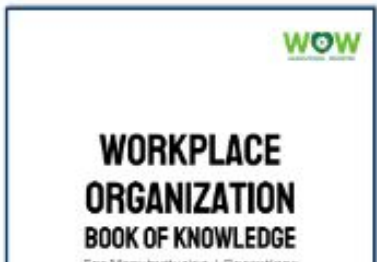


Benefits

- 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

Refresh

Share

Print/Save PDF

This Item's review date is: Jun 13, 2026


[Review](#)







[Edit Review Date](#)


WOW Project 3.0

Supporting Documents

Print View

Team Leader:  Amanda Aikens

Team Member(s):  James Chang  Jonathan Wu  Jose G Torres  Mike Fierros  Rob Berry  Sadie Palmer

Coach:  Michelle Johnson

Sponsor*: Wendy Wu

Locations

Responsible Location(s)
Continuous Improvement
(Corporate)

Details

Wonderful Way Pillar


Safety and Health & Wellness

Current Step
PLAN: Prioritize Countermeasure

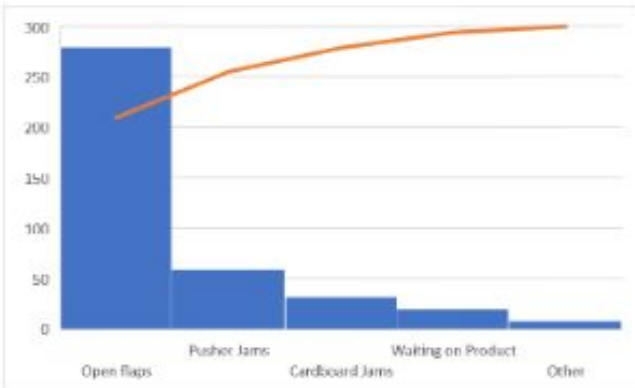
Information Gathered

500 total stops across 3 packers

Case Packer Stops



Stops on Packer B



(5) Generate and Prioritize Countermeasures

5

Title

Countermeasure 1

Implement a check standard for hot melt adhesive

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

Create cleaning standards for removing dust shiftly

Replace the box with a self adhesive flap

Difficulty / Impact

☐ Not Prioritized

1 - Low Difficulty / High Impact

1 - Low Difficulty / High Impact

3 - High Difficulty / High Impact

4 - High Difficulty / Low Impact

+ Quick Create

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

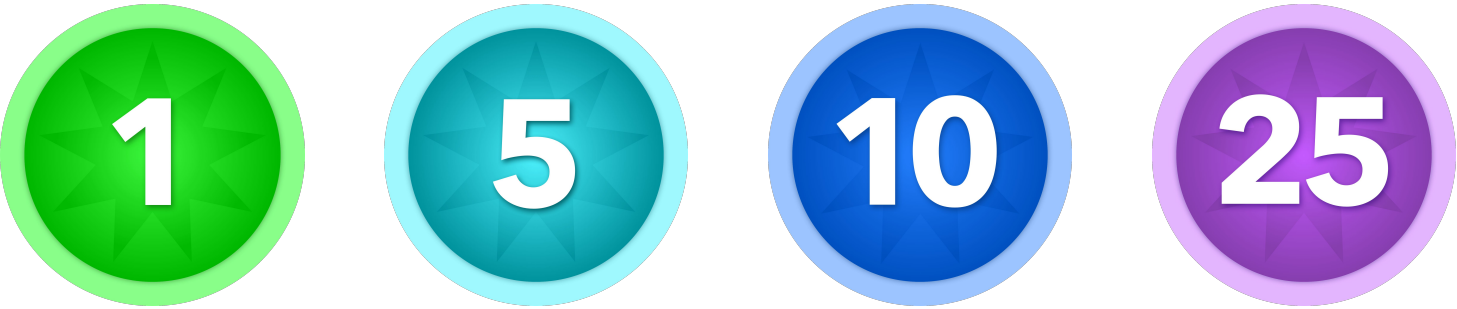
Due Date

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...


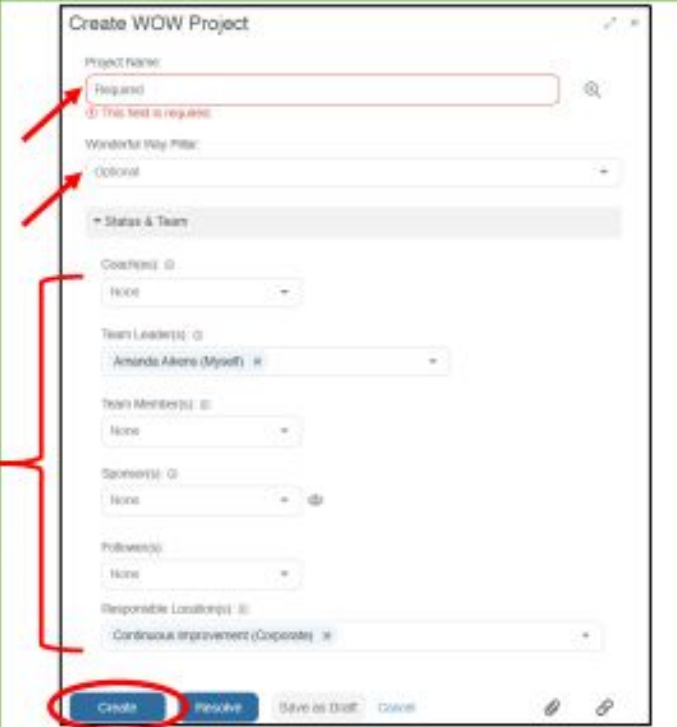

[How to Get Support](#)

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:

Amanda Aikens

03/31/2020


Amanda Aikens

6/22/2023

WOW 3.0 & Beyond



Documents & Checklists



MANUFACTURING | OPERATIONS

Auditor Name(s):

Location (Area/Line):

1	Work areas only ha
2	A Red Tag Policy ha been completed
3	Defective and scrap
4	Waste, garbage, and
5	Cleaning supplies &
6	Cleaning supplies a
7	Materials & supplie levels
8	Materials and tools
9	Drawers, cabinets, l
10	Documents, SOPs, c

CPLM-Shop Paso del Rosario W37 23 #2472364

ACTIVE

Reports

5S Audit

Before / After Pictures

Comments

Timeline

Other

Details

Area

Sur-Shop-Ros

Audit Date

Sep 04, 2023

Responsible Location(s)

MX Farming (MX - Citrus)

Team

Team Leader

Juan Delgado

Team Member(s)

Antonio De La Rosa

Clara Marcial

Dana Palma

5S Audit Summary

S1 - SORT (20pts)

13

S2 - SET IN ORDER (20pts)

15

S3 - SHINE (20pts)

14

S4 - STANDARDIZE (20pts)

15

S5 - SUSTAIN (20pts)

15

Total 5S Score (100pts)

72

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):

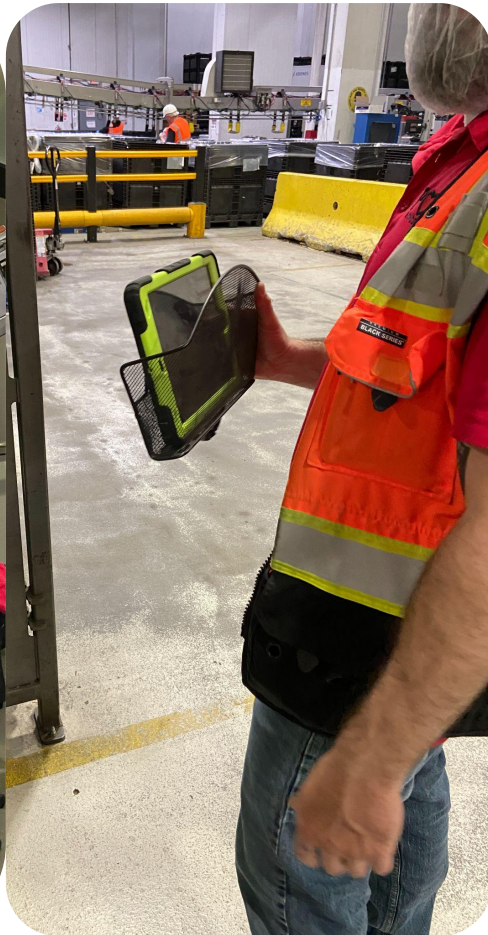
Station/Process:


Location (Area/Line):

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:




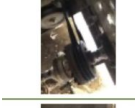










WOW

Sealers Defect Log



Search items

	Uña de sorteador 1entrada sealer 3/27/2024 Jose Status In Progress / En Progreso	>
	Banda del clutch torcida 3/18/2024 Pedro Status New / Nuevo	>
	Banda merge#2 de la sealers #3 3/18/2024 Pedro Status New / Nuevo	>
	Conector de cable quebrado 3/12/2024 Pedro Status In Progress / En Progreso	>
	PTI not working 3/6/2024 Carlos Status In Progress / En Progreso	>
	PTI not working 3/4/2024 Pedro Status Completed / Completo	>
	Belt not running 3/4/2024 Jose Status In Progress / En Progreso	>
	Entrada sealer1 no trabaja 3/4/2024 Jose Status In Progress / En Progreso	>
	Curve 2/29/2024 Status In Progress / En Progreso	>



wowhub



CAPTURE



MEASURE



SEARCH



SHARE

WOWhub





teleflora.



Landmark Vineyards



the Wonderful company™

