#### NOTES FROM THE ROAD BY PAUL NUGENT, MNOP



## Christmas in Ireland with a Double Rainbow = Two Pots of Gold?

w Year resolutions anyone? Despite good intentions, the average person lasts only around three weeks before sliding back into previous ways. Old, comfortable habits are hard to break and heavy work loads don't help but they can be changed and in the words of a famous Chinese philospher Lao Tzu, "Watch your thoughts; they become words. Watch your words; they become habits. Watch your habits; they become character. Watch your character; it becomes your destiny."

Some thoughts for your rotomolding destiny...ten New Year RotoResolutions to consider:

#### 1. Start a Diet

Not just for you but your company as a whole. Cut the fat, lose some waste – get lean! There never seems to be a good time to start lean programs: you are either too busy making orders or too slow to justify investing in people. No matter where you are on the spectrum, the payback for streamlining operations is huge in the long-term – ask anyone who has taken the leap. There may be a short term hit but the ultimate benefits are many-fold.

#### 2. Let Yourself Go

Release agents are mysterious elements of the rotomolding process. We need them but not everyone understands them. We use them but are never sure how much has been applied. We spray on gallons but parts still stick no matter how often we apply. Operators develop their own approaches and apply too much. Adopt a resolution to work with suppliers to learn how to prepare molds and apply release sparingly as needed to maintain part shape and surface finish.

#### 3. Give up Something

Give up worrying, complaining, whining, trying to get even, arguing, fighting, moaning, nagging, criticizing, nitpicking, fretting, and fussing. Instead, start



supporting, praising, reassuring, admiring, approving, helping, complimenting, congratulating, applauding, extoling, cheering, uplifting, and bolstering.

#### 4. Stop Taking Drugs

Surface enhancer is like cocaine (allegedly) – makes you feel good for a short while but never really solves what you are trying to fundamentally fix. There may be situations that it is absolutely the last resort but nine times out of ten you can fix the problems by making adjustments to design, rotation, heating, or airflow in your process. Break the habit and save time and money.

#### 5. Be Persistent – Be Consistent

Don't give up on the first try. If you believe you are right or that you have a good point, product, or approach, try again. We all know history is written by those who have persevered and stayed focused but we are focused on day-to-day issues and that is where the consistent part comes in. When people have to see what mood the boss is in before deciding how to approach them, you have a problem. Don't change your mind every five minutes. Don't forget all the projects you have already assigned. Do be consistent in your approach to people, be consistent in your attitude, be consistent in your objectives, and be consistent in dealing with people's concerns.

#### 6. Write More

Document! Document! Document! The art of letter writing may be dying but we still need to put pen to paper, or fingers to keyboard; and particularly when it comes to agreeing with a customer exactly what it is you are going to make or do for them. We all are excited about new business and the urgency of sending those first parts but stop for a moment...Write it all down. Make sure everyone agrees. Capture the little stuff and make sure people let the right people know when something changes. You never know who will be involved in a project in the future. Careers change. Companies change. Knowledge moves with people so at least try to capture it before they do.

#### 7. Find Positive People

Loud and aggressive people are vexatious to the spirit. How true. And you will see that when you spend more time with positive people, you will find yourself more positive and when you spend time with downers, you'll start to feel sluggish and down yourself. You can't always ignore those who are mood killers and you'll have to learn how to manage them at some point but don't let them drag you into their dark view of the world. Look for uppers.

#### 8. Turn Your Life Around

Rotation is another of the subtleties of rotomolding that is not as proven or tested as it might be. Defaulting to the standard 4:1 ratio with 8:2rpm is a good starting point and probably works for the vast majority of parts but if you have a peculiar problem try something different. You might go higher, you might go lower but different ratios can force powder onto even the most awkward and unresponsive surface. Think like a powder particle and project yourself inside the mold.

#### 9. Take Smaller Bites & Chew More

Everyone has big plans. Reorganize the plant. Increase output and decrease costs. Train everyone to a common standard. You no doubt have a few of your own. The problem sometimes is that the whole is just too much to digest in one sitting. Work on breaking goals up into manageable bite-size pieces. Take time to chew on each one and make sure it works before moving on to the next. Small gains which are celebrated and make people feel good about their work will build over time – much better than butting up against an obdurate problem.

**10. Look for Solutions in Unexpected Places** Listen to your operators.

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