

Pass & Seymour/Legrand

Greensboro, North Carolina

Client

Pass & Seymour/Legrand is a leading manufacturer of a broad line of electrical wiring devices.

Problem Statement

Pass & Seymour/Legrand moved its manufacturing operations to a start-up facility staffed and trained to work in a team process. Pass & Seymour/Legrand needed a structured, leadership-driven process to implement and utilize teams effectively.

Scope-Of-Work

Tompkins Associates worked closely with the leadership of Pass & Seymour/Legrand during this four-week project to integrate a process of Team-Based Continuous Improvement into the existing operations. Tompkins' main focus was to facilitate the following actions:

- Chartered and developed the Leadership Team
- Created the Pass & Seymour/Legrand Model of Success
- Created and developed the Communication Team
- Chartered work teams and facilitated development through the teaming process
- Trained a team process champion to understand and supported the team-based culture
- Provided a framework for a Just-In-Time teaming approach for all teams
- Developed a time-phased action plan to role out the teaming process for the remainder of the year

Results

Through the implementation of Team-Based Continuous Improvement, Tompkins provided a structured process to support Pass & Seymour/Legrand's growth and evolution toward self-managed teams. This process allowed Pass & Seymour/Legrand to charter several cross-functional teams, including: a team to address quality and defect issues on its box line; a team to develop procedures for increased inventory accuracy in the molding area; a team to identify career development opportunities for all employees; and a team to develop procedures and flow charts to allocate to all OSHA regulations regarding accident investigation reporting.
