

Case Study/ Success Story - Recovery of Lost Production Time

3M Tape Manufacturing

Hutchinson Minnesota



Issue

The 3M Tape Manufacturing Plant in Hutchinson Minnesota is the largest 3M Facility in North America with 1.3 million square feet of production floor. The facility was experiencing a significant loss of production time due to the response time of support personnel to unanticipated production disruptions. The site had measured that it takes an average of 47 minutes for support personnel to respond to an unanticipated production disruption. In order to improve production productivity and output without an increase in equipment and personnel, the site needed to find a solution that significantly reduced the response time of support personnel to unanticipated production disruption.

System Implemented

The site implemented VesaCall's VT2000 system. Placing 4 button call stations within the reach of every operator. With the press of a call station button communications are immediately sent to a specific individual or group of individuals requesting their attention to address issues in a specific area. The VersaCall VT2000 system automatically escalates and routes messages to other individuals when there is no response within a predetermined amount of time. The system also automatically captures response time to each incident. The system provides for an immediate response to an issue.



Results

After the implementation of the VersaCall VT2000 System, the site realize an 81% reduction in response time to incidents. From an average response time of 47 minutes before to an average response time of 14 minutes. A pickup of 33 minutes of production time for each incident. Initial pick up in productive time was 5 hours per day and that is anticipated to increase as the system is rolled out in all areas of the plant.