



High performance workplaces: improving productive performance through effective people management

Interested in improving your company's overall performance and strategic position?

The Queensland Government is assisting the advanced manufacturing industry to achieve this using the High Performance Workplace methodology.

The High Performance Workplace methodology is about assisting companies to develop their organisational culture and capabilities to improve their business performance. This is achieved by:

- introducing 'lean' practices to reduce input and waste and optimise efficiency
- enhancing relationships between clients and suppliers
- implementing meaningful staff training and development opportunities
- empowering workers to have input into their work environment.

High performance workplaces are vital to the continuing prosperity of Queensland and the advanced manufacturing industry.

Why should companies build high performance workplaces?

Many companies are realising their competitive advantage lies in being world-class. By building better and sustainable businesses, they can differentiate themselves within the advanced manufacturing industry.

High performance workplaces can achieve more effective, efficient and profitable business outcomes, which in turn has a positive effect on improving their supply chain's capability and capacity. An additional benefit of high performance workplaces is their ability to better attract, develop and retain their staff.

The High Performance Workplace methodology can help your business:

- implement world's best practice production systems and processes to produce an innovative range of products that incorporate new technology and give you the ability to market your product globally
- achieve major gains through the improvement of internal efficiencies to underpin production of your products and achieve sustainability across your whole supply chain
- achieve tangible business benefits including:
 - improved process yields and reduction of waste and rectification costs
 - reduction of conversion
 - improved cash flow and higher returns on assets
 - shortened production lead time
 - quicker response to customer demands.

What is the link between Lean Manufacturing and workforce development?

Lean Manufacturing is a system which produces better, more cost efficient product, higher productivity and greater customer loyalty. High performance workplaces create innovative work systems that target and achieve the mutually beneficial goals of expanding your business growth while developing and maintaining more meaningful work.

In the changing environment of advanced manufacturing, there is an increasing emphasis to improve the capacity of the workforce to contribute to economic development and competitive advantage. Having the right systems and skills in place will drive innovation, productivity growth, investment and technological and organisational change. Your company and the advanced manufacturing industry will grow by transforming ideas into new or better products and services.



What are some of the steps involved in transforming these ideas into practice?

All levels within your company need to be engaged and committed to achieve a high performance workplace. Some of the steps involved include:

- establishing a clear vision of where you want your company to be and what the anticipated outcomes could be
- having a 'change champion' who will own this initiative
- establishing a structure to support the change that you will need to implement
- measuring and rewarding accomplishment of new expectations
- soliciting and acting upon feedback from all levels within the company
- recognising that people have different ways of reacting to change
- recognising that participation from all levels within the company is needed for this change to happen
- being honest and worthy of trust by treating people with respect.

For further information on the High Performance Workplaces methodology, contact the Office of Advanced Manufacturing on:

- Phone 3224 6985
- Web manufacturing.industry.qld.gov.au

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