



CHATSWORTH  
PRODUCTS



## Powering and Protecting Your Technology Investment

United States | Canada | Latin America | Europe | Asia Pacific | Middle East & Africa

[chatsworth.com](https://www.chatsworth.com)

# Who am I?

Chatsworth Products

# Dan Grimsley

- Married with twins, three step-children
- Raised on farm
- Dean of Workforce Development Edgecombe Community College
- Lean Six Sigma Master Blackbelt trainer for NCCCS
- Director of Quality Voith Paper & Rolls
- General Manager Nash Building Systems
- Founder Cp-Koncepts, Inc.
- Corporate Training Manager Chatsworth Products

# Introductions

- Name
- Company
- Job Title
- Knowledge of TWI and Lean Manufacturing

# Company Overview

Chatsworth Products

# CPI's Mission

## Powering and protecting your technology investment.

For more than 30 years, CPI has been providing global ICT infrastructure solutions that power, protect and optimize equipment deployment and operations.

- CPI responds to unique customer needs with rapid design and cost-effective, high-value custom solutions.
- CPI is expanding globally to support customers worldwide.
- CPI has a deep understanding of our customers' equipment and operational needs.
- CPI's partnership with distribution partners provides immediate availability of products.

Corporate  
Philosophy

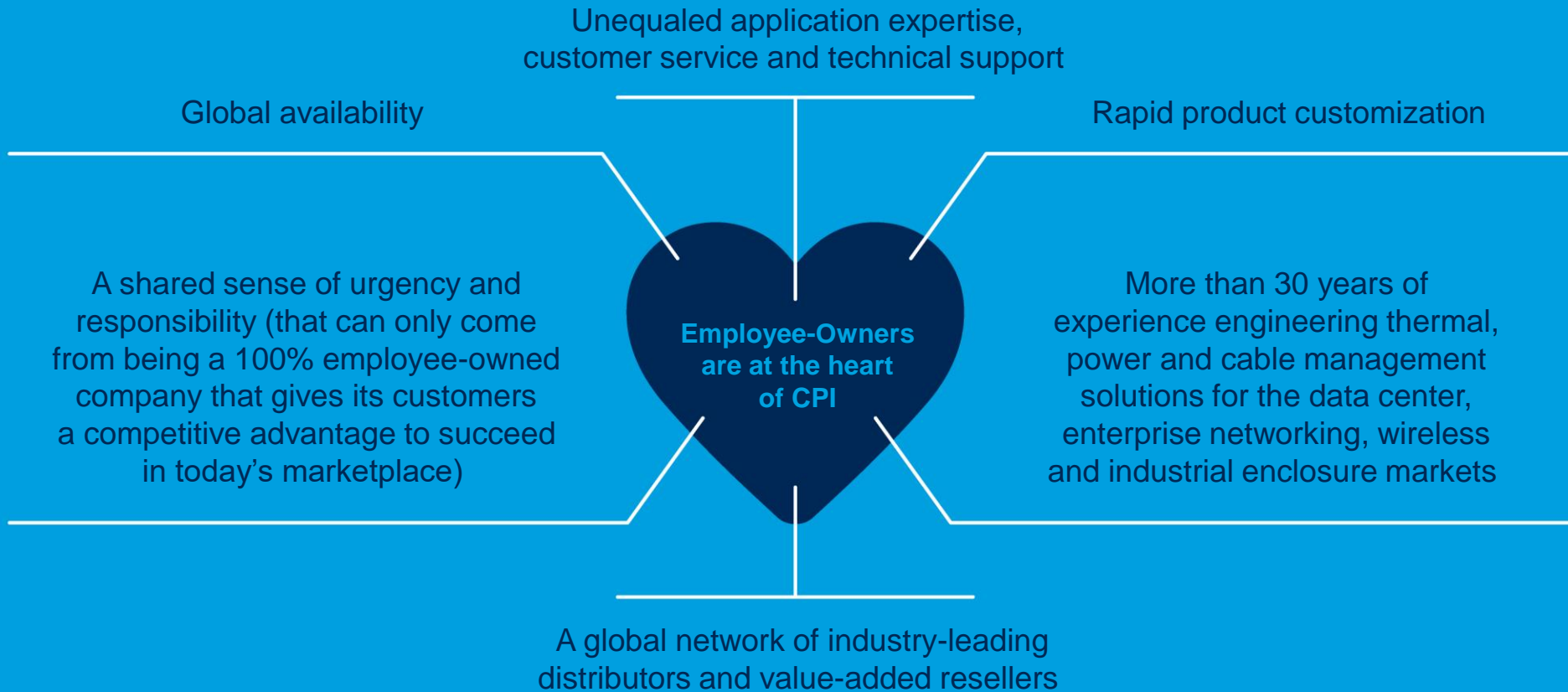
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**We're All in This  
Together.**



# Our Brand Promise

To be your trusted business partner, uniquely prepared to respond to your requirements by providing:



# A Solid Foundation

- A 100% employee-owned company headquartered in Simi Valley, CA
- Sales offices in Mexico, Canada, China, the United Arab Emirates, Qatar and the United Kingdom
- Manufacturing facilities in the United States, Asia and Europe
- Research, Development and Training Center in Texas
- Electronics & Software Technology Center in Texas
- Over 100 patents on USPTO for industry-leading products
- A vast offering of standard product configurations and custom options
- Lean processes that support custom capabilities
- Energy efficient and green initiatives in manufacturing and operations to reduce waste
- Global network of industry-leading distributors that provide quick availability

Accu-Tech

GraybaR.

  
wesco

*And many more.*

**CPI is a designer and manufacturer of ICT infrastructure and industrial solutions that power and protect your technology investment.**





# CPI Divisions

With a strategic eye for innovation, logistics, customer service and quality, CPI oversees the operations and personnel of key subsidiaries located throughout the world. These subsidiaries, known as CPI Divisions, provide a fully comprehensive and robust supply chain, workforce and long list of solutions and products that broaden CPI's portfolio. This ensures customers have a wide range of options without sacrificing quality, responsiveness or technical support when it comes to powering and protecting technology investments from the data center to the edge.



Oberon's wireless access point mounting solutions and enclosures are used where wireless coverage, infrastructure security, environmental robustness, aesthetics and serviceability are paramount in the design and implementation of any network.

## R.F. MOTE

A division of Chatsworth Products

R.F. Mote is a prominent Canadian manufacturer of racks, cabinets, wall mount cabinets, networking and colocation cabinets.

# CPI Alliances

CPI and its divisions work with a variety of innovative and forward-thinking technology companies to provide allied products and solutions that bridge the gap between industries and applications and further strengthen your ability to integrate a total site solution no matter what your requirements may be.



**RF Code** is the leading provider of critical asset tracking and protection solutions.



**Sunbird®** is a Data Center Infrastructure Management (DCIM) software company. Sunbird provides the most widely deployed commercial off-the-shelf software to monitor and manage data center critical infrastructure from intelligent rack power distribution units to the complete power chain.



ZPE Systems helps enterprise IT staff reduce downtime with a unified solution to manage and control compute, network, storage and smart power assets regardless of vendor.



Cisco delivers innovative software-defined networking, cloud, and security solutions to help transform business.



Aruba Networks is a leading provider of next-generation network access solutions for the mobile enterprise.

# Global Manufacturing Sites



# Link to Lean

- One of Lean Manufacturing is: Standardized work
- TWI is a great method for beginning standardized work

# What is TWI (Training Within Industry)

- TWI is a methodology that quickly and consistently available to train our incumbent and new workforce in manufacturing.
- TWI has three core components
  - Job Relations
  - Job Instruction
  - Job Methods

# Job Relations (directly off NIST MEP website)

- Job Relations (JR): This module helps supervisors lay the groundwork for TWI by building trust, cooperation and positive employee relations. Establishing positive relationships paves the way for the other aspects of TWI – resulting in workers who care about doing their jobs properly and pre-empting problems before they emerge. The approach emphasizes teamwork, treating people fairly and with respect, giving constructive feedback and positive recognition, informing workers about upcoming changes, and engendering loyalty and cooperation.

# Job Instruction

- **Job Instruction (JI):** JI standardizes how jobs are taught and teaches supervisors how to train employees to perform a job correctly. The process enables faster, better and more consistent teaching of new skills, and allows supervisors to spend less time fixing the mistakes of new staff. Supervisors are taught to effectively break down a job for instruction into components. JI recognizes the best approach is to combine “showing and telling” techniques with “illustration and demonstration.” Typically, this employs a four-step process:
  - Step 1: Preparation – Describe the tasks
  - Step 2: Presentation – Show and demonstrate each step
  - Step 3: Test – Trainee is given opportunity to try the task during trial runs
  - Step 4: Follow Up – Coaching tapers off and the employee is given the opportunity to work on their own





# Job Methods

- **Job Methods (JM):** JM teaches supervisors how to improve the way jobs are done. The aim of the program is to reduce waste and help increase throughput of quality products. JM is based on small, incremental changes for continuous improvement, and like lean manufacturing, assumes that effective improvement ideas often come from the people on the floor performing the work.
- TWI establishes trust-based relationships, and then gives supervisors the structure to become effective trainers. It helps supervisors to quickly and consistently train new employees, partly by establishing the best standard way to teach people to do their jobs, and then helps workers identify more efficient methods. Ultimately it also helps cross-train all existing employees, as standardized training extends beyond supervisors to the entire team. TWI reduces cost by eliminating mistakes and improving safety, and it helps managers and supervisors adopt effective leadership behaviors.

# OUR STORY

- Chatsworth began with Job Instruction
- All sites came to North Carolina and worked with NCSU (Craven Community College)
- Partnering with the MEP to be consistent across our sites
- Second round and mostly New Bern site but trainers from all sites

# Our Story

- Benefits so far
- Consistency of learning
- Communication among trainers, operators, supervisors, management and 3 parties
- Identifying (many ways) of one work instruction, standardizing
  - Press Brake example

# Questions and Contact Info

- What Questions do you have?
  
- Dan Grimsley
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# Thank you!

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