TPM in Industrial Canteen

A Journey of Change initiated at Guwahati Refinery
• Fortune 500 company

• Ranked 98th / only Indian company in the first 100 of fortune 500.

• Largest Refiner of the country
CORE VALUES

Care

Innovation

Passion

Trust
First Public Sector Refinery in India
Dedicated to the nation on 1st Jan, 1962
A 49 years old Refinery
Tucked away in the north east corner
OFFICE TPM
IN
HR / CANTEEN
TOTAL PRODUCTIVE MAINTENANCE (TPM)

Holistic productivity improvement system

Drives
The entire factory and work force
CONCEPTUALIZATION AND IMPLEMENTATION OF OTPM

Conference Hall

HR Facilitator

Knowledge and Implementation Cycle

HR Hall

Canteen

Guest House

Implementation
Aims at improving Office efficiency, productivity and reduce Time losses in Office processes and procedures
OTPM follows a Five Pillar approach from conceptualization to implementation:

- **JH** - Jishu Hozen
- **KK** - Kobetsu Kaizen
- **E&T** - Education & Training
- **PM** - Planned Maintenance
- **SHE** - Safety, Health and Environment
THE OFFICE OF 2007

Our Workplaces Looked Like This
Segregation of useful / wasteful records and documentation

Thoroughly cleaned tables, drawers and cabinets

Elimination of unnecessary documents

Indexation of all documents / files

Pre-fixed locations on tables / drawers / storage units

Creating a master record for all files & documents

Easy locating devices for the documents
SORTING…WEEDING
..... AND CLEARING

Initial 8 / 10 months

10 truckloads sorted out
NEW OFFICE INFRASTRUCTURE - NEW AMBIENCE

Conceptualized By Employees
FILING SYSTEMS WITH VISUAL MANAGEMENT

BEFORE

File cabinet in office hall

AFTER

Right thing at right place
FILE SYSTEM WITH COLOUR CODING AND INDEX

More than 5000 files in HR Dept
FILE SEGREGATION AND FILE INDEX

Visual Management

File Index
Ownership Indicator
### MASTER COLOR CODING AND LOCATION INDICATOR

#### HR FILE STORAGE AND DISTRIBUTION

<table>
<thead>
<tr>
<th>Compactor Code</th>
<th>Rack Nos.</th>
<th>Subject Area</th>
<th>Master Sticker</th>
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<tbody>
<tr>
<td>A</td>
<td>1 - 10</td>
<td>Personnel File (O)</td>
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<td></td>
<td>11 - 12</td>
<td>Personnel (Retd) File</td>
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<td>Policy / Circular File</td>
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<td>22 - 23</td>
<td>IR Related File</td>
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<td>26</td>
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<td>27</td>
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<td></td>
<td>28</td>
<td>SABF, VRS, GSLI, PRMS</td>
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<tr>
<td></td>
<td>29 - 30</td>
<td>Misc / Stationery</td>
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<tr>
<td></td>
<td>31 - 35</td>
<td>SABF, PRMS</td>
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<td>37 - 40</td>
<td>Leave &amp; LTC</td>
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<td></td>
<td>1 - 10</td>
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<td>13 - 15</td>
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<td>16</td>
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<td>17</td>
<td>Photocopy, Aqua Guard, Pantry, Furniture Rep. File</td>
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<td></td>
<td>18</td>
<td>P.C, Furniture Adv File</td>
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<td>19 - 21</td>
<td>Vacant</td>
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<td></td>
<td>22 - 25</td>
<td>Conveyance Adv Files &amp; Reg</td>
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<td></td>
<td>26 - 28</td>
<td>Vacant</td>
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<tr>
<td></td>
<td>29</td>
<td>Welfare Files / Register</td>
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<td></td>
<td>30 - 40</td>
<td>H B A Files (O)</td>
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<td></td>
<td>41 - 60</td>
<td>H B A Files ($)</td>
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</tbody>
</table>

### Visual Management
INNOVATION: STANDARDIZED SHEET CODING

Document Retrieval Time Achieved: 30 – 35 seconds

Page Code

Name of the Department

Subject Area

Sheet Number

HR / SDU / 01 / HBA / 003 / 024

SDU/ Compactor

SDU SI No.

File Number
PHASE WISE REDUCTION IN FILE RETRIEVAL TIME

Document retrieval < 35 seconds
DESIGNATED PLACE FOR EVERYTHING

Ownership Labels

Office Table Stationary Drawer
DAILY MAINTENANCE CHECKLIST

Maintained On Rotation by HR Staff
Employee seat Locations with Employee Photographs

Workstation Wise Employee Seating and Job Areas
ELIMINATION OF NVA

25 processes, 30% Saving achieved in Response Time
List Index For Files In SDU
Rack wise – Number wise

Office Equipment Ownership
Efficiency Indicator

- Records incoming/outgoing HR applications
- Average Response time calculated and indicated every week
- HR efficiency evaluated and available on display
OVERVIEW OF TPM AT GUWAHATI REFINERY
TPM AT GR REFINERY
Why Canteen ???
Why Canteen?

Parameters of Services

Establishment, Loans & Advances, Canteen Services, Guest House, Administration, Event Management, Furniture and Office Maintenance, Post Retirement Services

Employee Satisfaction Index On HR Services

2007

Scope for Improvement 59%

Delightful Services 41%

Dissatisfaction Index on Canteen services

Canteen Services 60%

Others 40%
HR Goals - 2008

- Systematically reduce Response Time
- √ Develop/Turnaround Canteen into a Model Industrial Canteen
- Strive for Employee Delight in all HR services
- Identify and Remove Non Value Added Services in all areas
- Computerize HR work processes for reducing processing time
Canteen Of 2007

- Improper Storage of Materials/Food Stuff
- No tracking/planning For Grocery Procurement
- Individual Work Style-No system approach
- Improper waste Disposal
- Poor ambience in offices / storeroom
- Poor Hygiene And cleanliness
- Average Food Quality
OUR CANTEEN HALL OF 2007

Dull, Ordinary, and non vibrant
THE STORY BEFORE TPM...

No system for storing Grocery!

No means of tracking the Grocery levels!
No means of food waste disposal!

THE STORY BEFORE TPM...

Customer Dissatisfaction
ENHANCE CUSTOMER SATISFACTION

OBJECTIVES Identified

- Improve Ambience and Hygiene
- Introduce Grocery Tracking Systems
- Systematic Documentation of Office Records
- Ownership Systems For Maintenance/Upkeep
- Improve Food Quality
- Organic Waste Disposal
- Automation for Customer Delight
THE FOCUS OF ALL NEW EFFORTS

Change... Change... Change... Change...

Suggestions  Ideas  Innovation
A NEW VISION

Ordinary Workmen Canteen

Unique/Ambient Industrial Canteen Of High standards
8 PILLAR APPROACH INITIATED

- Autonomous Maintenance
- Focused Improvement
- Planned Maintenance
- Quality Maintenance
- Early Management
- Safety, Health & Environment
- Education & Training
- OTPM
AUTONOMOUS MAINTENANCE
Kitchen Equipments

- ROTI MAKER
- Burners
- OWC
- POTATO PEELER
- STEAM Boiler
AUTONOMOUS MAINTENANCE

SOP for OWC & Checklist for maintaining all the equipments in Kitchen.

Maintenance of Automatic Rotimaker through Checklist
FOCUSED IMPROVEMENT
FOCUSED IMPROVEMENT FOR FOOD WASTE DISPOSAL

OWC

Surrounding areas getting littered by canteen waste, foul smell, no daily clearance by Civil Contractor, dependence on outside agencies

OPTIONS:

• Tie up with PWD
• Have own system
RECYCLING ORGANIC FOOD WASTE

Collection of Organic Food waste from Canteen daily

Removal of steel, glass and plastic particles/items from the waste

Shredding the bigger hard items like bones, lemon pieces etc into the shredder

Grinding the remaining waste into the OWC along with saw dust and chemicals

Culturing the processed waste into manure through the pruning system in 10 days.

Using the manure in cultivation of plants in and around refinery.
The manure prepared from OWC is used in the refinery and township garden.
## KAIZEN FOR RECYCLING ORGANIC FOOD WASTE

### TPM

<table>
<thead>
<tr>
<th>Loss No/Step</th>
<th>KK</th>
<th>JH</th>
<th>PM</th>
<th>QM</th>
<th>DM</th>
<th>TWG</th>
<th>SHE</th>
<th>OTPM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guwahati Refinery</td>
<td>P</td>
<td>Q</td>
<td>C</td>
<td>D</td>
<td>S</td>
<td>M</td>
<td>T</td>
<td>I</td>
</tr>
</tbody>
</table>

### KAIZEN Idea Sheet

<table>
<thead>
<tr>
<th>Plant</th>
<th>Canteen</th>
<th>Machine</th>
<th>Food waste</th>
<th>Component</th>
<th>Disposal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kaizen Theme</strong></td>
<td><strong>Idea</strong></td>
<td><strong>Present Status</strong></td>
<td><strong>Countermeasures</strong></td>
<td><strong>Target</strong></td>
<td><strong>Bench Mark</strong></td>
</tr>
<tr>
<td>Safe disposal of Biodegradable food waste generated from canteen and other places</td>
<td>Provide Organic Waste Converter (OWC)</td>
<td>Presently bio degradable food waste generated from various areas of refinery and canteen does not have hygienic disposal facility</td>
<td>By installing Organic waste converter and treating the bio degradable waste generated from the plant canteen as well as refinery, hygienic way of disposing the bio degradable food waste is made possible</td>
<td>Hygienic disposal</td>
<td>Unhygienic disposal of bio degradable waste</td>
</tr>
</tbody>
</table>

### Analysis (WHY – WHY)

<table>
<thead>
<tr>
<th>Food waste disposal is Unhygienic</th>
<th>Results</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why?</td>
<td>Unhygienic Non disposable food waste is converted into disposable manure</td>
<td>1) Improvement of hygienic condition of refinery</td>
</tr>
<tr>
<td>Food waste is disposed with out treatment</td>
<td></td>
<td>2) Safe disposal of food waste</td>
</tr>
<tr>
<td>Why?</td>
<td>No OWC (Organic Waste Converter)</td>
<td>3) Utilization of produced manure for plantation</td>
</tr>
</tbody>
</table>

### Team Members

AC Mishra DGM (T-To)  
K B Anand (SHRM)  
S Chakravarty (SHRM)  
R Talani (DME)  
Ritesh Kumar Oil (ER)
FOCUSED IMPROVEMENT

Earlier Storage Systems

- Old closed vessel
  Storage for grocery
- No means to clean inside
- Materials get drawn from top regularly
- No means to track consumption levels
Focussed Improvement

Transition

Phase 1

Phase 2
Pondering on challenging assignment posed by Japanese auditors
Idea of new vessel with transparent strip / Bottom valve

Why Not POKA YOKE?
(mistake Proofing)
Transparent Strip introduced for
Grain level visibility without opening lid cover

Bottom Opener for Drawing out Material – FIFO Concept
FOCUSED IMPROVEMENT

FIFO System For Grocery
PLANNED MAINTENANCE
### PLANNED MAINTENANCE

**Daily Check listing for Maintaining, Grocery Room, Kitchen, Grocery Level, Main Hall**

#### Office Room

<table>
<thead>
<tr>
<th>No.</th>
<th>S.N.</th>
<th>Particulars</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Cleaning of floor</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>Exhaust Fan-1</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>Ceiling Fan</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>Table-S</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>False lights</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>Decorated false ceiling</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>Sound system</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>File cabinet</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>Wall clock (once a month)</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>Key box</td>
<td></td>
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<tr>
<td>11</td>
<td>11</td>
<td>Dust bin</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>12</td>
<td>Calendar (change of data every month)</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>13</td>
<td>Drinking water glass / Tray</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>14</td>
<td>Switch Board / Switch (once a month)</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>15</td>
<td>Ceiling</td>
<td></td>
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<tr>
<td>16</td>
<td>16</td>
<td>Refrigerator</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>17</td>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>18</td>
<td>First aid box</td>
<td></td>
</tr>
</tbody>
</table>

#### Remarks:

- Electrical complaint if any
- See by SG (W)

---

**Grocery Room**

<table>
<thead>
<tr>
<th>No.</th>
<th>S.N.</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Cleaning of floor</td>
<td>AR-17</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>Exhaust Fan-1</td>
<td>AR-18</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>Ceiling Fan</td>
<td>AR-19</td>
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<tr>
<td>4</td>
<td>4</td>
<td>Table-S</td>
<td>AR-20</td>
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<tr>
<td>5</td>
<td>5</td>
<td>False lights</td>
<td>AR-21</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>Decorated false ceiling</td>
<td>AR-22</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>Sound system</td>
<td>AR-23</td>
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<tr>
<td>8</td>
<td>8</td>
<td>File cabinet</td>
<td>AR-24</td>
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<td>9</td>
<td>9</td>
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<td>Drinking water glass / Tray</td>
<td>AR-29</td>
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<tr>
<td>14</td>
<td>14</td>
<td>Switch Board / Switch (once a month)</td>
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<td>16</td>
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<td>Telephone</td>
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<td>First aid box</td>
<td>AR-34</td>
</tr>
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#### Remarks:

- Electrical complaint, if any
- See by SG (W)

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**Kitchen Room**

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<th>OK</th>
<th>NOT</th>
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<td>1</td>
<td>Tube light</td>
<td>✔️</td>
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<td>2</td>
<td>Exhaust Fan</td>
<td>✔️</td>
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<tr>
<td>3</td>
<td>Window glass</td>
<td>✔️</td>
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</tr>
<tr>
<td>4</td>
<td>Switch Board</td>
<td>✔️</td>
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<tr>
<td>5</td>
<td>Stove fan</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Floor</td>
<td>✔️</td>
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#### Remarks:

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**Main Hall**

<table>
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<tr>
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<td>Ceiling Fan</td>
<td>AR-19</td>
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<td>4</td>
<td>4</td>
<td>Table-S</td>
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<td>5</td>
<td>5</td>
<td>False lights</td>
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<td>Decorated false ceiling</td>
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<td>File cabinet</td>
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<td>9</td>
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<td>Wall clock (once a month)</td>
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<td>Key box</td>
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<td>Dust bin</td>
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<tr>
<td>12</td>
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<td>AR-28</td>
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<td>15</td>
<td>15</td>
<td>Ceiling</td>
<td>AR-31</td>
</tr>
<tr>
<td>16</td>
<td>16</td>
<td>Refrigerator</td>
<td>AR-32</td>
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<tr>
<td>18</td>
<td>18</td>
<td>First aid box</td>
<td>AR-34</td>
</tr>
</tbody>
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#### Remarks:

- Electrical complaint, if any
- See by SG (W)
# MAINTENANCE OF AUTOMATIC ROTI MAKER (ARM)

## Equipment Details

<table>
<thead>
<tr>
<th>Machine</th>
<th>Automatic Roti Maker</th>
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<tbody>
<tr>
<td>Vendor</td>
<td>K.M. Enterprise, Mayapuri, New Delhi</td>
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<tr>
<td>Service</td>
<td>Roti Preparation</td>
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<tr>
<td>Capacity</td>
<td>500 Roti Per Hour</td>
</tr>
<tr>
<td>Motor Rating</td>
<td>0.5 KW</td>
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<tr>
<td>Fuel Type</td>
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<tr>
<td>Fuel Consumption</td>
<td>2.5 KG/HR</td>
</tr>
</tbody>
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## Start Up Procedure

1. Initial Clean-Up
2. Counter Measures Against Inaccessibility & Sources of Malfunction
3. Formulation of Tentative AM Standards
4. Overall Inspection
5. Autonomous Check-Up
6. System Standardization
7. All Out Autonomous Management

## Shut Down Procedure

- Stop the Atta Supply
- Switch off Belt Cutting Knob
- Switch off Puffing Knob
- Close the Main Gas Valves

## TPM Aims for Total Elimination of Losses
MAINTENANCE OF ORGANIC WASTE CONVERTER (OWC)

- **MACHINE**: ORGANIC WASTE CONVERTER (OWC)
- **TYPE**: SINGLE CURING
- **BATCH SIZE**: 25 KG
- **MOTOR RATING**: 4 HP
- **MATERIAL OF CONSTRUCTION**: SS 304

**OPERATING PROCEDURE**

- Collect the food waste (Remnants of Pre and Post Cooking Operation) from Plant Canteen and other areas.
- Segregate the Organic Food Waste from Metallic, Glass, Stone and Plastic contaminants.
- Feed the mixture of 3 Kg of Organic Food Waste, 15 Kg of Saw dust and 3 g each of SaniTreat and Bioculum in to OWC and close the lid and operate for 15 Min.
- Drain the OWC material in to a trolley by opening the bottom drain valve.
- Material collected in Trolley is water cured for 10 days by placing in HDPE crates of size 54 cm x 38 cm x 26 cm shelved in a storage rack under time control for water spray and frequency.

**AUTONOMOUS MAINTENANCE STATUS**

<table>
<thead>
<tr>
<th>OPERATING PROCEDURE</th>
<th>AUTONOMOUS MAINTENANCE STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 INITIAL CLEAN-UP</td>
<td>![ ]</td>
</tr>
<tr>
<td>2 COUNTER MEASURES AGAINST INACCESSIBILITY &amp; SOURCES OF MALFUNCTION</td>
<td>![ ]</td>
</tr>
<tr>
<td>3 FORMULATION OF TENTATIVE AM STANDARDS</td>
<td>![ ]</td>
</tr>
<tr>
<td>4 OVERALL INSPECTION</td>
<td>![ ]</td>
</tr>
<tr>
<td>5 AUTONOMOUS CHECK-UP</td>
<td>![ ]</td>
</tr>
<tr>
<td>6 SYSTEM STANDARDIZATION</td>
<td>![ ]</td>
</tr>
<tr>
<td>7 ALL OUT AUTONOMOUS MANAGEMENT</td>
<td>![ ]</td>
</tr>
</tbody>
</table>

**TPM AIMS FOR TOTAL ELIMINATION OF LOSSES**
Regular Monitoring of Checklist by Senior Officer.
QUALITY MAINTENANCE
QM – Display of Brands Of Raw Materials Used
QUALITY MAINTENANCE

Weekly inspection by Nutritionists
QUALITY MAINTENANCE

Surprise Inspection by Canteen Committee
SERVICE QUALITY MAINTENANCE

Introduction of a Suggestion Book

Collect feedback on Food, Ambience and Hygiene Conditions daily

Review the Suggestion at the end of each day

Take action on immediate problems

Take up critical suggestion in weekly meeting

Implement improvement in the service
EARLY MANAGEMENT
Learning From Experience

- To Learn from Guwahati experiences, HR Heads Meet of all IOCL Refineries held in September’10
- GR Canteen benchmarked for Display, Storage and SHE systems
HR Heads of Other Refineries having on spot experience Of change
SAFETY, HEALTH & ENVIRONMENT
SAFETY

Safety gloves, shoes, mask and apron

Disinfecting and Pest Control
Cooks working in Kitchen and a boy serving food to guests
INPUTS ON HEALTH/HYGIENE
BMI Measurement in Canteen Hall
Pictorial Charts on Health/Nutrition in Canteen Hall
Treats Organic Waste (Food Left Over, Raw Vegetables etc.) 60-70 KG of waste per day into Manure

Eco friendly treatment

Manure is used in Public Flower Parks and Nurseries in and around Refinery campus.
EDUCATION & TRAINING
EDUCATION AND TRAINING

TYPES OF TRAINING

In house Training
Sponsored Training outside Refinery

• TRAINING PROGRAMMES

Soft Skills training by Hotel Management faculty twice in a year with practical classes

Safety training by F&S dept every 6 months.

Training by Nutritionists on preparing healthy balanced food.
### TPM - One Point Lesson

**Guwahati Refinery**

<table>
<thead>
<tr>
<th>THEMES</th>
<th>Tiffin Distribution System Display of Plant Canteen</th>
<th>Visual Management at Plant Canteen - Grocery Management System</th>
<th>Online Meal Booking System</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO</td>
<td>01</td>
<td>07</td>
<td>13</td>
</tr>
<tr>
<td>DATE</td>
<td>20/Dec/10</td>
<td>22/Dec/10</td>
<td>24/Dec/10</td>
</tr>
<tr>
<td>CLASSIFY</td>
<td>Basic Knowledge Case</td>
<td>Improvement Case</td>
<td>Trouble Case</td>
</tr>
<tr>
<td></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>PILLAR</td>
<td>Group Leader</td>
<td>Prepared by</td>
<td></td>
</tr>
<tr>
<td></td>
<td>JH S Chowdary</td>
<td>D S Parly</td>
<td></td>
</tr>
</tbody>
</table>

**Tiffin Distribution**

56 nos of Tiffin distributed among employees who are working in Panel Control Room in different units of GR is displayed.

**Visual Management at Plant Canteen - Grocery Management System**

Range Markings - indicating Safe Level, Reorder Level & Critical Levels are displayed for all Grocery items for facilitating stock monitoring.

**Online Meal Booking System**

Online Meal Booking system for access by employees by authentication of their Finger prints and ID Card through Smart Card Reader installed at Admin and Time Office.

**Colored Stickers**

Colored Stickers are pasted on the Electrical Switch Board for easy switching on / off.
OFFICE TPM
Material Re-Order Level is defined and indicated in each storage vessel/rack for proper tracking.
Office and Storage

A place for everything and everything in its place
Visuals

LUNCH AND DINNER TIMINGS

LUNCH
FOR SHIFT EMPLOYEES 12.00 AM TO 01.00PM
FOR MINISTERIAL EMPLOYEES 12.30 PM TO 01.00 PM

DINNER
FOR ALL EMPLOYEES 08.30 PM TO 09.30 PM

TODAY'S MENU
IZONG RICE
MIX. DAL
MIX. VEGETABLE
FISH CURY (Ilisa)
KHAR
ROTI
PAPAD
PANEER

Planning & Scheduling

Standardization
Color Codes For Lights, fans and Fittings in Hall

Color Code Identity Chart

For Using → Switches in Canteen Hall
Checklist for maintaining Plant Canteen

Grocery Room Ownership indicator
OTPM: RE-ORDER LEVEL IN GROCERY MANAGEMENT
GROCERY MANAGEMENT SYSTEM

FLOW CHART

VERIFICATION OF STOCK POSITION IN THE SYSTEM BY SHIFT INCHARGE IN EACH SHIFT.

RECEIPT OF REQUISITION FOR ISSUE OF GROCERY ITEMS FOR CANTEEN KITCHEN

ISSUE OF REQUIRED ITEMS

ENTRY OF ISSUED QUANTITY INTO THE SYSTEM

UPDATION OF STOCK POSITION IN THE SYSTEM IN EACH SHIFT

ENTRY OF RECEIVED QUANTITY INTO THE SYSTEM

RECEIPT OF ITEMS

PLACING THE ORDERS FOR ITEMS WHICH HAVE REACHED RE-ORDER LEVEL

REPORT ON CONSUMPTION PATTERN
REPORT ON PURCHASE PATTERN.
ONLINE MEAL BOOKING SYSTEM

Electronic Kiosk

- Better Planning
- Less Food Wastage
- Cost Monitoring

Intranet

Card Reader
Participation In TPM Competitions

Winning TPM awards by Canteen Team
A Routine Affair
The Winning Team
We Own And Proudly Maintain
What did we achieve?

An Industrial Canteen

With a Difference
CLEAN AND PLEASANT AMBIENCE

Turnaround .........Industrial Canteen 2011
A PLACE FOR ENJOYABLE MEALS FOR ALL
A CURIOUS PLACE FOR VISIT BY CHAIRMAN/VIPS/DIRECTORS
REGULAR STREAM OF VIPS
REGULAR STREAM OF VIPS

JIPM Team Visit at Canteen in Jan 2010
Our proud Team with JIPM Team including Prof Yoshio Tanaka San, Mr Kinjiro Nakano
TURAROUND ON CANTEEN SERVICES

Satisfaction Index

2007
- 70% Delightful Services
- 30% Scope for Improvement

2011
- 75% Delightful Services
- 25% Scope for Improvement
MISSION OF CANTEEN STAFF

Consistently Strive and Innovate For

Providing Hygienic, Quality Food in Ambient Environment
PERIODIC CUSTOMER FEEDBACK

Quality Of Services assessed every Six Months Areas For Improvement Displayed in Chart in Hall
“Impressed by the cleanliness and orderliness of Canteen. Other organizations in the city must take lessons from them.”

- N. I. Laskar, Executive Editor, Eastern Chronicle
Very effective TPM implementation at the Canteen, which make it a unique experience and rightfully generates a feeling of taking due pride in the effectiveness of the whole culture. I wish all the people who interact with the Canteen must have mode sincere efforts in being the Canteen to their level. I wish all the best.

They Continue to write...

[Signature]

3/07/10
Proud To Compare

Refinery Industrial Canteen

A Mc Donald’s Outlet
Sustenance
And
More New Interventions
WAY FORWARD

Team Canteen

Strive for Consistent Improvement
Win The TPM Sustenance award - 2012
Thank you