



Are you  
collaborating to  
leverage knowledge,  
replicate results &  
create value?

[WATCH THE VIDEO](#)

## Collaboration Guiding Principle

The CEMEX Operational Excellence Collaboration Guiding Principle is about sharing across business and functional boundaries so common practices and improvements can be leveraged by all.

- DEVELOP HIGH PERFORMING TEAMS
- LEVERAGE KNOWLEDGE
- WORK TOGETHER ACROSS BOUNDARIES
- EMBRACE DIFFERENT VIEWPOINTS

When we collaborate, we share information willingly and are accepting and reflective about differing points of view. Collaboration involves reaching across organizational and traditional boundaries to learn something new, gain new perspectives, and consider options we would not have considered without inviting the diverse input from others. And it starts with you, actively reaching out to others, inviting others to participate in problem solving, participate in discussion, and/or participate in a team meeting.

“ And it starts with you, actively reaching out to others,  
inviting others to participate in problem solving ”

## Delivery Ticket Kaizen

Our Florida team is seeing a dramatic reduction in the number of mismanaged delivery tickets, thanks to the guiding principle of Collaboration and the Kaizen approach.

In Florida, it was estimated there were more than 300 mismanaged and missing tickets every month. These mismanaged tickets effected numerous teams: Transport, Dispatch, Business Analysts, Aggregate Operations, Ready Mix Operations and Imaging. Starting in February, 2016 Kaizen events were initiated to address this growing problem. Representatives from the effected teams joined together to leverage their knowledge and work together to find a better way.



→ While they continue to hold additional Kaizen events, learn how these teams are collaborating to decrease their delivery ticket issues by 80%.

“ Representatives from the effected teams joined together to leverage their knowledge and work together to find a better way. ”



# Collaborating Across The Globe

## Global Standards

### Story

## Ready Mix Plant Manager

In June, 2016 the Ready Mix Global Network set a goal to create a global standard for managing a Ready Mix plant. To support this effort, a team of 11 people were identified from Mexico, England, and the US (Texas, Arizona, Florida and California).

Their challenge was to sort through all the data from various countries, understand the different deliverables and processes, and design a standard that was flexible enough to support operations across the globe. To accomplish this, the team decided to create a document that would:

### 1. Incorporate Operational Excellence Methodologies

(Strategy Deployment, Standard Work, Leader Standard Work and Status Boards)

### 2. Focus on the human aspect of managing utilizing the Guiding Principles

(Mindset, Leadership, Skillset & Collaboration)

The result was a comprehensive guide and training program for a Ready Mix Plant Manager. The guide and training will help each Manager run a successful operation, and embed a culture of Operational Excellence into their day to day operations.

**STAY TUNED IN 2017 FOR TRAINING SESSIONS IN YOUR AREA**



## Resources

- US OPERATIONAL EXCELLENCE SHIFT COMMUNITY
- MANAGER'S PLAYBOOK
- SUCCESS STORIES



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