



CASE STUDY

Summary

Spilo identified that, in order to export to other countries, they would need to become a 'World Class' company in every aspect. For this to become a reality, they would need to initiate a change in both behaviour and culture within the company – this became part of their internal vision. They realised that they would need to update and implement systems and procedures that currently did not measure up to international standards.

Before these systems were introduced the company had no means of tracking or measuring production standards.

The CE (Conformité Européene - European Conformity) set forth its own requirements for certification, and one of the requirements was that all processes needed to be accurately documented, validated, and implemented. Evidence that these processes were being followed was also to be supplied in order to gain certification.

It was then that Spilo recognised the need for assistance with:

- Compiling of standardised, concise Standard Operating Procedures (SOP's) for all processes. SOP's were not up to standard and needed to be compiled 'from scratch' to address gaps and a lack of standardisation.
- Staff training in SOP compliance, implementation and control – to ensure that processes, once implemented, were being followed. Foremen using the documentation would in turn need to train other staff members in the implementation of and adherence to SOP's.

The SOP project also included the need for Process Flow Charts as well as Process Validation Sheets (or Process Control Sheets) which would ultimately ensure adherence and accountability.

The Ripple Effect was approached and contracted to become part of the Spilo CE Team to provide much-needed training as well as assistance with the compilation of Standard Operating Procedures and associated documentation necessary for the CE Certification application, as well as for ongoing accountability.

As part of the CE Team, The Ripple Effect supported Spilo during the process of acquiring CE Certification.

About

Spilo Technical Textiles, was founded in 1951 in Paarl, South Africa and has grown from its original beginnings as a producer of jute woven bags for the local grain industry to a recognised and experienced manufacturer and exporter of a wide variety of synthetic technical fabrics. Today, Spilo Technical Textiles offers an extensive range of woven tape geotextiles for the civil engineering, mining and agricultural industries both locally and internationally.

Project Name

Spilo World Class

Company Details

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May I congratulate Spilo, especially Yolanda and her team, on a job well done. The factory would have had to make it happen so congratulations all round. To manage this on your first attempt is a remarkable achievement.

Mike Smyth - EU/UK Agent SPILO



Challenges faced by Spilo

Standard Operating Procedures were not documented and as a result there was no standard way of performing daily tasks essential to the production process. Vital information existed as intellectual property only. There was both no training material or staff training taking place. There was no accountability and product quality was therefore compromised.

Spilo's set out to achieve the following goals:

- Compiling of Standard Operating Procedures and associated documentation.
- Effective staff training to compliment the roll out of SOP's.
- Accountability across the various departments within Spilo.
- Implementation of and compliance with SOP's.
- CE Certification affirming Spilo as a 'World Class' company.

How The Ripple Effect was able to assist

The Ripple Effect, as part of the CE Team, participated in the process of compiling and documenting new Standard Operating Procedures. This was achieved through conducting interviews with relevant staff members (to extract intellectual property) as well as by witnessing processes and documenting these as they occurred.

The Ripple Effect was also instrumental in affecting a mindset change amongst Foremen and Managers through their World Class training programme. A change in behaviour was brought about in order to prepare for the implementation of new systems and processes including Standard Operating Procedures and associated documentation.

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Ultimately it is an endorsement of team work and in this regard I thank you all for your contribution to the attainment of the CE accreditation.

Kevin Wright - Managing Director
Spilo Technical Textiles

Results

The support and expertise provided by The Ripple Effect assisted Spilo in making the successful application for CE Certification a reality.

Over and above this, the documentation that was compiled by the CE Team (as part of the certification application) has been invaluable as a means to ensure ongoing improved quality and sustained accountability.

Staff are adequately trained to manage and ensure compliance and are equipped to handle situations where procedures are found not to be up to standard. As a result, product quality is increasingly improved which will result in improved sales and therefore the improved overall financial health of the company at large.

