

## SOP / Standard Operating Procedure



**The department is driven by aspiration, passion and ambition for success and exchange of knowledge, to accomplish a single goal - ACHIEVING STANDARDS!** Page 4

## Work hard & play hard The first in any field



*We, ProDyn take pride in our football team, organized by the guys from the Mounting lines.*

Boys have played matches with other factories in the area and the results are triumphant. Matches are played well by boys of our team; in each match...

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## Health & Safety at work and VAT reimbursement



*The protection of employees, ensuring adequate conditions for health and hygiene, the use of needed protective equipment are the focus for the Ministry and the company as well.*

These are the priorities of Prodyn and the Ministry of Finance & Economy (MFE), expressed during the visit of the Minister Mrs. Anila Denaj and the Head Inspector of the State Labour Inspectorate, Mr. Arben Seferi in the factory. "Particularly fasons, export and collectors are under the special care of MFE..."

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## Do it right first time!

If I do my job well, it is not enough. We work in teams and it is of utmost importance that everybody gives an equal contribution to our daily production. Quality of a shoe, is a combination of many qualitative processes, run by all of you.

Continuous improvement is the DNA of our company.

Here I am again, talking about continuous improvement.

Long journey so far, thanks to the dedication of each of you, every day.

The better we become, the more demanding we should be. To ourselves first, to our colleagues, to the result.

If I do my job well, it is not enough. We work in teams and it is of utmost importance that everybody gives an equal contribution to our daily production.

Quality of a shoe, is a combination of many qualitative processes, run by all of you.

Each shoe passes in the hands of more than 100 people.

Just thinking of this, we should realize that even if a few people would not treat the show with the respect and carefulness, the final result will not be good.

Please respect the work of your previous colleague. When you run your respective process

during production, do it right, first time. Do it right for yourself, for the respect of the previous colleague who performed another process, for the respect of the other colleagues who are going to work on the coming processes.

Respect is one of our strongest values.

Respect is the fundamental pillar of the way how we behave with each other.

Be respectful and you will get the respect back.

Be responsible, and each of you will see the good results coming if we produce good quality.

Good quality means good business.

Good business means a secure future, for all of us.

I will end my message to you by reminding again our focus on the quality and our approach on continuous improvement.

Check the quality of your own process.

Do it right the first time!

...and be proud for that.

Thank you all for your tremendous work.

Eva

# A model factory based on the system of Values

*Impressions of Minister Shalësi visiting Prodyn*



*From the official LinkedIn profile of Minister Shalësi*

## Health & Safety at work and VAT reimbursement

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These are the priorities of Prodyn and the Ministry of Finance & Economy (MFE), expressed during the visit of the Minister Mrs. Anila Denaj and the Head Inspector of the State Labour Inspectorate, Mr. Arben Seferi in the factory.

"Particularly fasons, export and collectors are under the special care of MFE, to assure the (VAT) reimbursement is performed on time as we have actually shown so far. We have been able to make it in the last 8 months, even though not yet 100%. VAT reimbursement is our obligation, for which we should coordinate with businesses" – said Minister Denaj.



Protecting employees, ensuring adequate conditions for health and hygiene, use of needed protective equipment are the focus for the Ministry and the company as well.

# SOP

## Standard Operating Procedure

The SOP project, launched in March 2018, is today considered successfully implemented and developed. With the on-going work and continuous improvement, the project has now taken a full shape, growing and making one team (department) with clear goals.

The concept of SOP department is to provide all necessary information on the stitching lines, in such a way that production can be as efficient and sustainable as possible. This information consists on the target, number of employees, work processes on the production lines, as well as various technical details.

SOP procedures provide preliminary technical information. These make it possible to prepare the technical and necessary tools, by seeking to avoid obstacles that may be encountered during production.

An added value of the SOP team is diversity, combination of colleagues with more than 45 years of experience in the footwear industry, footwear stitchers and newly graduated students with no background in the footwear industry. Their different approach and great ambition are giving "shape" to the team.

This team's work is progressing, with noticeable results and efficiency in production, thanks to the discipline and ethics followed in every aspect of the work. Based on the stitching lines program, the SOP team conducts analysis of what needs to be improved, what is missing in the process and what should be done to improve it further..

The sample and SOP description are presented to each technical manager & supervisors. Analysis & details are discussed yet again with them. SOP information (calculation of time for each production process, line establishment and time measurement, SOP for each process with technical details needed for the employee) supports factory for a smooth preparation and production, as well as a consistent quality.

If changes are needed during production process, the SOP team is notified immediately and the change is made in real time, by updating on going data from SOP members.

*Prepared by: Dajana Muho*

**The department is driven by aspiration, passion and ambition for success and exchange of knowledge, to accomplish a single goal - achieving standards!**



# Centralized planning

One of the changes that 2019 brought was the centralization of planning for production lines.

The Planning Department got responsibility for programming of the production orders for EFA Solution contracts. This programming was first applied to the Stitching process. In cooperation with the SOP department, the average daily capacity of each Stitching line was determined for the respective items. These daily capacities serve as the basic criterion to determine the dates each PO (production order) is planned to be completed in the Stitching process.

All data needed for Stitching planning (e.g. production data obtained from factory reports, daily line capacities, line assignments for each item, etc.) are stored in a sophisticated Excel file that automatically produces for each PO the dates of entry and exit from the Stitching process.

Preparation of Programs for Cutting and Mounting Lines are based on the Stitching Lines programming. This way, the planning for all factory departments takes shape. It is a complicated process that factors in a multitude of elements and specifications that relate to the characteristics of the items themselves and their components.

The production planning process has had a significant impact on increasing the efficiency and productivity on lines, better inter-departmental collaboration (Planning, Operational, and Production) and "know how" improve.

The challenge for the future is to create a database with further specifications for product features and production tools, in order to increase accuracy, speed and efficiency in planning.

*Prepared by: Julian Palluqi*



Production Planning

*We are confident that our Initiative will bring further Improvements to Prodyn's production processes by enhancing our organizational and collaborative capabilities, as well as the satisfaction of our customers.*

# I A new beginning...

The benefits of this initiative are: efficiency improvement, prevention of non-standard leather move to stitching, production increase and the ability to better control production lines. With its 34 employees, this team is expected to be an additional support to stitching lines.

In the summer season a new production unit was introduced: 'Preparation'. Located next to the cutting department, the preparation department represents the next step towards the continuous improvement that the Prodyn factory has undertaken. There are 3 important processes which are transferred from Stitching to Preparation: stamping, skiving and the synthetic placement.

The benefits of this initiative are: efficiency improvement, prevention of non-standard leather move to stitching, production increase and the ability to better control of production lines. With its 34 employees, this team is expected to be an additional support to stitching lines.

This unit is on its first steps, but as the famous philosopher Plato said: 'The Beginning is the most important part of the work'

PRODYN approach – continuous improvement. Thanks to the Prodyn staff, this approach will make it easy to always achieve our targets.

*Prepared by: Reixhi Memo*



PRODYN  
approach –  
continuous  
improvement



Additional knowledge greatly increases the power to benefit, because the matter is not how smart we are, but how committed we are to learn new things.



## Learn more, benefit more...!

In many cases we see that the one who is willing to invest time, effort and energy in learning new skills, has moved forward. When we gain new skills, we are in a new position to create new opportunities for ourselves.

Practice has shown that having knowledge and skills in a certain field, within a short time people around us are going to need our advice and knowledge share. Knowledge combined with workmanship at our profession, makes us an asset for our society and enables us to have a better life. Accepting to be "students" throughout our lives, we become able to accept new knowledge all time. Let's allow things we learn to open the door to new opportunities. More knowledge we do possess, the more we increase our professional expertise, more opportunities are there for ourselves, our family and our company.

*Prepared by: Alfina Qose*

 **Tip: To benefit more, you need to learn more!**

# New knowledge and experience

Efa / Prodyn and Kennel Schmenger, in June of this year, launched a new and very interesting project: Production of samples for K&S, in Germany. For one month 10 employees of the K&S unit at Prodyn, joined the German team to produce the new season's samples. The project was overseen by the department manager and K&S technicians, so that everything was done to the highest standards.

We are pleased to share our experience with all Fokus readers.

My experience in Germany was very valuable, beautiful, but also challenging at the same time. In addition to working, I learned and enjoyed it every day. I would like to repeat other experiences again.

*(Ilir Llani)*

**- How difficult was it for you to adapt to a new place, with a new work environment and new people?**

I can say that the most difficult part, was being away from my family for a month, which is a long period. As far as accommodating there, I felt the need of German language knowledge. However, my basic English was good enough to overcome it. In terms of the work environment, it was not difficult because the work I was performing is the same I am doing in Albania. Colleagues at work there have been very positive. They have been willing at all times to assist and support me, in case of difficulties or misunderstandings regarding the job there. I can say: it was a great pleasure to work with such people!

*(Alba Shuti)*

**How valuable was this job exchange to you, what did you gain from this whole experience?**

For me, this experience was very valuable, because I learned so many new things about shoe making methods. Starting with reading the plan sheets, interpreting and tracking materials, faster and more effective shoe manufacturing steps and processes. All this knowledge I and my colleagues try to apply during our daily work at Prodyn, in order to be more effective.

*(Xhemile Luca)*

**Can you tell us your impression about working there, is there any difference with what we do here at Prodyn?**

It's not that I noticed a big difference between working here and in Germany. The main difference was that there were only samples produced, not production with full working orders like we accomplish here. Most importantly here and there it is the production of high-quality shoes.

*(Anife Xharo)*



## RESULTS

- Professional training
- Exchange of cultures
- Benefit from new knowledge and experiences
- Getting to know new colleagues and expanding the professional network
- Developing existing skills and increasing self-esteem

*Prepared by: Adriana Hasa*



# | How has Prodyn affected your life?

## Making our lives more comfortable!



**Flora, Arianit and Gëzim Ndoci**  
(Mounting and Stitching)

All my family works at Prodyn. Initially Gëzim came here and started working at Prodyn. He told us about the company, order, discipline and its functionality. We were impressed by things that we don't often hear of in other factories.

Now the three of us work here, my son, my husband and I. We love the place very much; it's a very tidy one and we have created a great social circle. Everyone calls me "Mom". We have very good supervisors, who understand us and take care to hear what we have to say. We are a wonderful staff.

## At Prodyn, we are "One"



**Edison Berisha**  
(Cutting)

I am very happy with the work I do. Working conditions are very good. I've made lots of friends, unlike in any other place I've been before. We have a very good communication and cooperation with each other.

We, at Prodyn are "One".

**Florida Hysneli**  
(Stitching)

I've worked in Prodyn for a long time. I'm very happy with the conditions here. Health and Safety regulations at work are key factors during the work process. These are among the most important issues in our company, unlike in any other workplace. Appreciating employees is a priority. Prodyn's experience has taught me that "People come first."

*Prepared by: Denajda Hoxha*

# "Happily going to work ..."

... it was used in the past. As a matter of fact, is there any truth on it? What makes us happy and enjoying a working place? How to make our work environment enjoyable? These and many other questions have been part of sociologic researches for a long time.

However, we are not getting into the theory, but let's see our everyday practice. We are all employed for one purpose – to create benefits for ourselves, our family, to gain new experiences and to become better off day to day. When we start working, we do look at other aspects which add value to our work and to our personality. These added values are our motivation to be part of the team, to move forward and develop further more.

ProDyn aims to make the work of all employees as easy and enjoyable as possible.

*Prepared by: Përparim Tushaj*



## Let's see a few factors which affect our life at work



### Long term employment

ProDyn grew and evolved very fast these years, becoming one of the biggest employers in the country. We do offer the assurance of long-term employment.



### Company values

In our company people come first, as per values which keep us together and make us better. Each of us feels equal.



### Our profits

ProDyn has undertaken to pay each employee as per her/his contribution and skills, in accordance with the Republic of Albania regulatory system. Employees are paid within 10-th of each month, ensuring everyone gets their monthly salary on time.



### Healthy and Safe work environment

We do invest every day to protect the health of our employees and on the safety of our work environment. These investments are tangible and are approved by our international partners.



### Employees relationship

It is an important factor, which makes our working day easy and more beautiful. This is visible on our small talks during our free time, social media comments, the support of each other, our celebrations and so on.



### Potential to develop and grow up at work

All employees do have the opportunity to develop and move up in their career; we have built the Training & Evaluation Centre; a company with nearly 1000 employees offers you unlimited opportunities to move forward.

## Work hard & play hard

# The first in any field

Football is beautiful and it produces lots of emotions. We fight hard in the field, there is tension in the game, but the cooperation between team members is much appreciated. However, the end of 90 minutes puts an end to "rivalry" and the teams always say goodbye with a handshake.

Everybody plays for the team, for the shirt they represent, so in the green field within the framework of the sport competition, everything is acceptable.

Many get excited by scoring, some of the win, but after the game they get a positive feeling by gathering and discussing the game, the collaboration and what could have been done better and, obviously beers.



Agron Bicukaj Captain & main striker  
 Erjon Gjoka Goalkeeper, Admir Abazi Center Defense  
 Osman Elezaj Center Defense, Elton Dervishi Midfielder  
 Renaldo Mici Striker

**We, ProDyn take pride in our football team, organized by the guys from the Mounting lines.**

Boys have played matches with other factories in the area and the results are triumphant.

Matches are played well by boys of our team; in each match, one can dearly distinguish: 'The support we have for each other and the defense giving us the edge. The focus on the game makes us have very good, excellent results in fact.' 'If you can't win make sure you don't lose.'

Good luck & success to our "Prodyn Guys" in the upcoming matches!

*Prepared by: Denajda Hoxha*

## FOKUS STAFF



Rozalinda  
KALLUSHI  
Administrative  
Coordinator,  
Fokus team  
leader



Denajda Hoxha  
Human  
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Julian  
PALLUQI  
Planning  
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Adriana Hasa  
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Reixhi MEMO  
Operation  
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Alfina QOSE  
Training &  
Assessment  
Centre



Përparim  
TUSHAJ  
Consultant



Dajana MUHO  
Operational  
Department



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## Why should we participate?

- Better physical form.
- Running Together - "We're Prodyn!"
- We become stronger and more secure.
- Friendly and cheerful atmosphere - 10km together.
- Team Challenge - "Come on Prodyn!"
- We achieve everything - "Sky is the limit!"

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**OCTOBER**

**LET'S RUN  
TOGETHER**

We thought about joining the TIRANA MARATHON.  
We create the TEAM; EFA/Prodyn offers the REGISTRATION FEE.