

Continuous Improvement GUARANTEED SUCCESS

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PRODYN 2018

Be today better than yesterday, tomorrow better than today!

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Reading the 1-st edition of Fokus

Your Opinions and Your Voice!

The priority of our company set out in the Code of Ethics is "CONTINUOUS IMPROVMENT" and this is achieved with "a talented and diverse workforce in a company where the initiative is valued ..."
Part of this development are the opinions and ideas you gave last month, and I'd like to thank... Pg. 11

Be today better than yesterday, tomorrow better than today!

Hello Eva, first of all, I would like to thank you on behalf of all members of "FOCUS" editorial team and EFA/Prodyn Staff, for the initiative of publishing this magazine, but also for the support you are giving. And, since we are here, please give us your impressions on the first edition!

I got particularly emotional as I was handed the first edition. I think that the entire team has put in much passion in this project and has done a fantastic job. The emotions continued while looking at all the members of our big family EFA & Prodyn reading it. Comments and opinions given by the staff on the progress of the company and how they feel are invaluable. Your opinion is my motivation. I am very pleased to hear your positive feedback.

You had a long working experience until you launched the EFA / Prodyn project. Can you tell us something about your journey?

The start was an uphill struggle with many sleepless nights. Every problem was heart-wrenching.

I consider myself very lucky to have worked in successful International Companies, which taught me that hard work and clear-thinking, will help you go far. I am glad I never gave up on completing the idea I had since at the beginning: building the best company in Albania.

It was very idealistic at first, but now I have a feeling



Etleva Laro,
The Administrator

I am glad I never gave up on completing the idea I had since the beginning: building the best company in Albania. It was very idealistic at first, but today I feel we are almost there. I can say that by seeing our staff so motivated, as well as all the success achieved so far

that we are almost there.

I can say that by looking at such a motivated staff as well as seeing all the success achieved thus far. The keys to success have been: work, passion, and our basic values to: Be good, honest, fair, loyal, accurate, respectful, and improve continuously. They brought us up here and they will lead us further to a guaranteed success.

How do you evaluate the Efa/Prodyn project after more than two years of life?



In this journey, the keys of success have been: work, passion, and our basic values to: Be good, honest, fair, loyal, accurate, respectful, and improve continuously.

I would put it like this: Fantastic, energetic, exciting. It's a big family and the values lay in its members: employees. It is vitally important and challenging for the market and industry in Albania to prove that respect for each other is the basis for success and that it is only by working together that we can win the challenge...
...a "hurricane" for the power it possesses.

The great results achieved so far make us optimistic about the company's future and our own.

Can you please tell us some of the plans you have for the future of the company?

Continuous improvement – the most important step we will undertake is the one towards standardization and achievement of high quality, every second, every minute, and every day.

Who is Eva in private life?

I am known to be stubborn (I remember my parents pointing that out to me when I was a very young girl), confident and persevering, a good friend.

I love food (traditional bean dish is my favorite) and I drink wine moderately. I am critical but caring, energetic, fair.

A closing message for the readers of FOKUS

Modern Business Management is more employee-minded and the employee is at the center of an effective communication. I prefer this approach.

My objective in the next steps is to have each and every one of you give opinions to your team leaders

on how to improve our daily work, how to do your job easier and reach guaranteed success. Therefore I invite you to be an active part of this development. Here you have a VOICE that will be heard. Get involved every day and give your opinions. Feel part of this success. One of my favorite expression is: "The person I must outperform is the person I was yesterday". It means that we have to be today better than yesterday and tomorrow better than today. Let's improve on a daily basis and make our life more comfortable...

***Sincerely
Eva***

Continuous improvement – the most important step we will undertake is towards standardization and achievement of high quality, every second, minute and day



Prepared by: Përparim Tushaj



The warehouse of Efa Solution

Continuous Improvement

GUARANTEED SUCCESS



Picture of PRODYN in 2017. Page bottom, PRODYN 2018

Clients pretend from us three things: to produce high quality shoes, in the right quantity and to deliver them on time. As you all know, this is not always easy. Sometimes we do not have the right quality of the material and sometimes we have made mistakes.

Mistakes in sewing, gluing, assembling and planning. Despite all of this, our customers are pleased with us, and are impressed by what we have achieved in a short time. But we need to improve every day, during the whole time. The strong competition leads the customer to seek for higher quality, shorter delivery times and more efficiency. This means there is still room for us to improve. Sometimes we have chaos in line because some of us are not coherent with work, or we suddenly see a quality problem.

To change and improve these, we began to test the setting of production a bit differently, in one of the sewing lines. After the consolidation and good functioning of this line, we will apply this new working way in other lines as well.

The first major change is that we now are able to prepare much better the production of a new model. Now, before putting the article in the production line, we know exactly where the machineries are needed and at which processes the people assistance is required.



Another innovation for the future is to make everything visual.

We have also introduced the SOP (Standard Production Procedures). In these guidebooks everyone can read what they should do and what the quality standards are. We will see these changes in the following weeks and months, and we are sure it will be clearly recognized that all this will make everyone's job easier at Prodyn.

Prepared by: Toine Kets & Përparim Tushaj





“Cutting”

The art of shoemaking

The shoe production can be considered as an artisanal profession, but very few know that it takes around 100 processes to make just one pair of shoes.

The development of technology has had a significant impact on facilitating work, increasing quality and production. Yet the "Human" touch remains at the center of these processes. It is exactly the Cutting sector, where the first part of shoe starts the journey. This team deals with the upper part of the shoe and uses mainly the leather.

The materials are checked for quality by professionals and every defect is evidenced and handled with special attention.

After checking, the specialists continue with the "cutting art" during which is given importance of maximum use of the leather and minimization of its waste."

"Imagination, quality and the care to use the material to the maximum are the key factors"- *Edison Berisha*
 "...here, ideas begin to be touchable!" –*Alfred Balliu*

The successful cutting team is led by Hane Sulaj & Erjon Cenga



Prepared by: Rozalinda Kallushi

Alone we can do so little, together we can do so much



During work in the Sewing Line



In every production industry, especially in a shoe company, cooperation is a critical factor for achieving a common goal. Having a success-minded approach, the sewing line no.4 at Prodyn started implementing the SOP project on March 12th, aiming:

- Efficiency
- Increased quality and
- Higher performance

Executives make sure they have all the materials before we start production. This does not require much physical work or time, but rather good organization of what & how we do it. Improvements make us more efficient and help us ensure higher quality. Another major change is that we produce in pairs now, which has a positive impact on quality enhancement; ensuring that the color and material of the footwear are the same. Always in pairs: “paia-paia” - we heard the first days the supervisors in line, giving a comic character to that phrase. Also measuring the time and determining the quantity to be produced (the objective) are two other features of the project.

STRICT RULES:

- Production is placed and traced in pairs - one pair in each tray.
- Respect SOPs
- Always place and store in the production line: the leather on top and the lining underneath (nothing else).
- STOP improvising - follow the SOP.

What we need to make clearer visually, is the reflection of how we perform the tasks. Do we give the right quality and the right quantity in time? Or are we lagging? This will be visible to everyone, because we believe that everyone can contribute to the improvement, but they can only contribute when they know what is happening. **Obstacles have been numerous: first, this is a new working culture. Had it been easy, everyone would have done it.**

Starting from April 15th, we were able to make the expected change. This was made possible thanks to the support of everyone involved but it is only the beginning.



Involvement in SOP

The project and the individual

What do you think about this project?

"This project has changed a lot of things. Everything is set according to the conveyor rule, with quality and cleanliness. The project is super."

"The project is very good but from us is required great attention."

"I think this is a very productive project, as it has strict rules and when there are rules there is quality, and where there is quality there is SUCCESS..."

What was the impact of this project on your work?

"The difference is that the work comes in conveyors, with quality and order..."

"...We are more calm and focused at work"

"It has a positive impact because we are more relaxed at work, and everything is in order."

"The work has been facilitated and I work safely. I am not afraid of the work I do. Of course it has a positive impact."

"It has a positive impact because we are more relaxed at work, and everything is in order."

What you would like to change in this project?

"I wouldn't change anything else, because now everything is going accordingly and with quality".

"I like the way it's organised, because it is being run by successful people and this helps us a lot since the work is also made slightly easier for us, as the quote says: "Unity makes strength".

"Generally nothing. Perhaps over time it may need some tweaks, for further improvement"

Prepared by: Reixhi Memo



In the Doctors chamber

Inside our home

Employees are the most valuable asset in our company and our main target for health at work is the physical and psychological wellbeing of the employee. Prevention is better than cure; it is the foundation for maintaining health & safety at work. In practice, this means analyzing work processes to identify long-term and short-term risks, acting then to avoid or minimize them as much as possible. Starting from June 1st 2018, the Medical Center will work full time (7-16:30) to provide a full time health service. To serve all employees, there will be two nurses who:

- Provide primary health care and first assistance in case of any workplace accidents;
- Inform the employee about the risks related to the job;
- Perform sanitary hygiene monitoring;
- Apply and control the safety measures for health & safety at work.

The General Medic will take further care of employees with chronic diseases, according to a monthly calendar. She will also identify potential problems through visits of new employees and continuing/ongoing consults. Examining the results of the first analyses carried out, the analyses of Serum Iron (iron in the blood) was added to the list of analyzes for all employees. The analysis group will continue to be provided free of charge by Prodyn, but from now on, not only in the "Medical Centre" at factory but also at "Kajo Clinic" in Tirana. The analyses will take place in the specialized medical facilities of this private clinic, to provide a more qualitative and comprehensive service.

**"If you are not healthy,
any object or property
has no value".**

Hippocrates

Prepared by: Jonida Lluka

Take care of yourself, colleague and company!

Work is undeniably what drives us to achieve success in every aspect of life, but if we refer to it more specifically, this success cannot be achieved without our personal security and the proper support.

We do not only work in our company, but also ensure each of the work processes with the utmost care as one of the key responsibilities of the employer, where health & safety at work are offered in full compliance with national and international laws and regulations.

Health & Safety of employees at EFA/Prodyn is the main focus of the company. Due to this, based on the objectives of World Health Organization,, EFA /Prodyn has begun the application process for ISO 45 001, which is a global certification to improve or working conditions.

The main objectives we aim to reach, which help ensure this level of security:

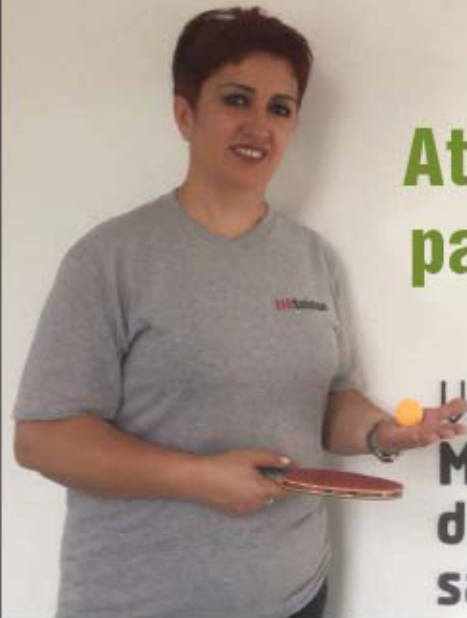
- Implementation of health & safety policies at work by placing emergency numbers, emergency exit schemes and firefighting schemes in the most appropriate locations.
- Accountability in the implementation of each policy mutually for the employees.
- Training of employee's first aid in case of emergency, as required by the Labor Code and relevant guidelines.
- Documentation of the H&S management system at work.

One of the added values of EFA/Prodyn is also the additional health service for the employees. What is required from us, is to apply all the rules, take care first of all for ourselves, for our families, for our colleagues and for our company.

Prepared by: Dajana Muho



Magda and her passion for “Ping-Pong”



At Efa now, I'm taking my passion to the next level

Ullerat tona:

**Mirësia, ndershmëria,
drejtësia, besnikëria,
saktësia dhe respekti.**

Sport has been part of me since I was a child. I preferred mostly gymnastic, volleyball, but ping-pong captivated me, by giving me more emotions and challenge.

At the age of 14 I joined the Partizani team, where the highest achievement was the "Second place" cup for the Albanian under -16. This result gave me the opportunity to play with the "Partizani" adult team, with whom I played for 9 consecutive years.

Does the EFA team consider you as their ping-pong trainer?

At Efa now, I'm taking my passion to the next level: when I play with my colleagues, I can understand their desire to be trained and to learn new techniques, and I think those years are coming back to me in another form.

We are currently in the training phase, because in July we will organize the staff championship. This will serve to encourage us even more to do sports, keep in shape, and have a healthy lifestyle.



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Your Opinions and Your Voice

The priority of our company set out in the Code of Ethics is "CONTINUOUS IMPROVEMENT" and this is achieved with "a talented and diverse workforce in a company where the initiative is valued ..."
Part of this development are the opinions and ideas you gave last month, and I'd like to thank you all for your participation and time.


Below we have the top 5 responses and the last 5

- Our team produces with good quality **88.1% agree**
- My Leader is clear on what to expect from me **86.3% agree**
- I know very well what I must deliver at my work **85.8% agree**
- Prodyn is aware of the quality **85.6% agree**
- My work contributes to the results of Prodyn **85.2% agree**


- I can rely on my manager for problems concerning my private life **58.5% agree**
- My opinion matters to my team **61.9% agree**
- Our leaders listen to our opinion **62.2% agree**
- We give each other our opinion concerning to negative behavior **64.6% agree**
- Decisions taken during the work meetings with my colleagues, are always applied **61.9% agreed**

Based on your participation and answers, as well as on the importance we give to the participation of each and everyone of you in work improvement (quality, efficiency, work conditions and cooperative relations), "Your Voice" and your opinions will continue to be taken into consideration and heard.
In the upcoming days, the experts will process the collected information and very soon we will notify you about the results and action plan, for the improvement of the work and for the continuity of "Your Voice".

*Thank You
Eva*




Dajana Muho
(Operational Team)



Jonida Lluka
(Human Resources)



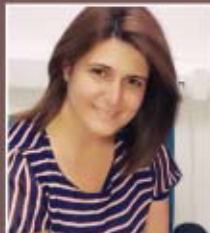
Julian Palluqi
(Planning Team)



Reixhi Memo
(Operational Team)



Përparim Tushaj
(Consultant)




Rozalinda Kallushi
(Export Team)

STAFF OF FOCUS

Interviews: Përparim Tushaj
Client profile: Julian Palluqi
Meet with: Rozalinda Kallushi
SOP Project: Reixhi Memo
Health at work: Jonida Lluka
Safety at work: Dajana Muho
In Fokus: Toine Kets, Përparim Tushaj

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We stand for our values:
**Be good, honest, fair,
loyal, accurate and
respectful.**



Ulerat tona:
**Mirësia, ndershmëria,
drejtësia, besnikëria,
saktësia dhe respekti.**