

Companies today are being tasked to do more with less. Operations Executives continue to focus on methods to increase productivity and lower costs.

PUMP or **Performance, Utilization, Methods, and Pace**, focus operations managers on critical areas within their facilities that can quickly impact productivity performance. Brief definitions are outlined below. To start analyzing current processes, management should focus time understanding each operational practice in its entirety.

performance =

*The closer your workers are to 100% utilization on task, the **higher** the productivity.*

*Observe and document most effective workers. Document "**best practices**" in each work cell.*

Working at a fast pace, doesn't mean high productivity. Workers having a steady pace throughout the day will be more productive.



The time a worker is on task (deducting any down time - inclusive of breaks and non-essential tasks)



The physical ways a job is performed.



The rate of speed the job tasks are performed.

To maximize performance, operations managers should benchmark current state, establish standards for work methods utilized in each specific work cell, have tools available for Supervisors and other management to use to enhance performance. (*Productivity tracking, reporting, re-training tools.*) Include an audit system to perform "checks and balances" on what you have implemented. Re-evaluate methods on a consistent time frame in order to continually improve each process.

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