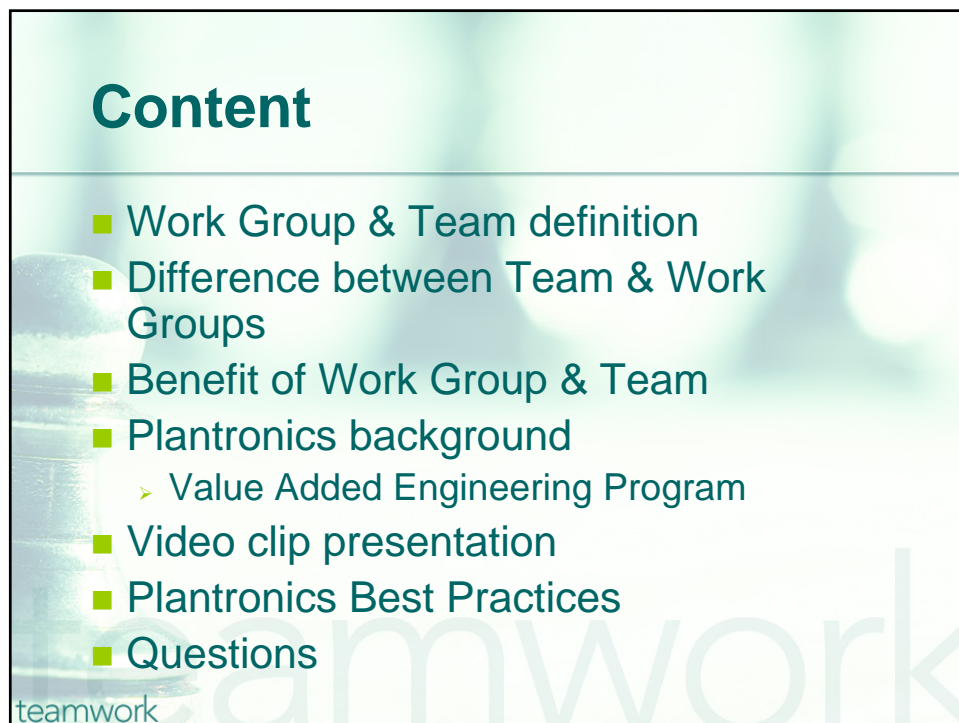
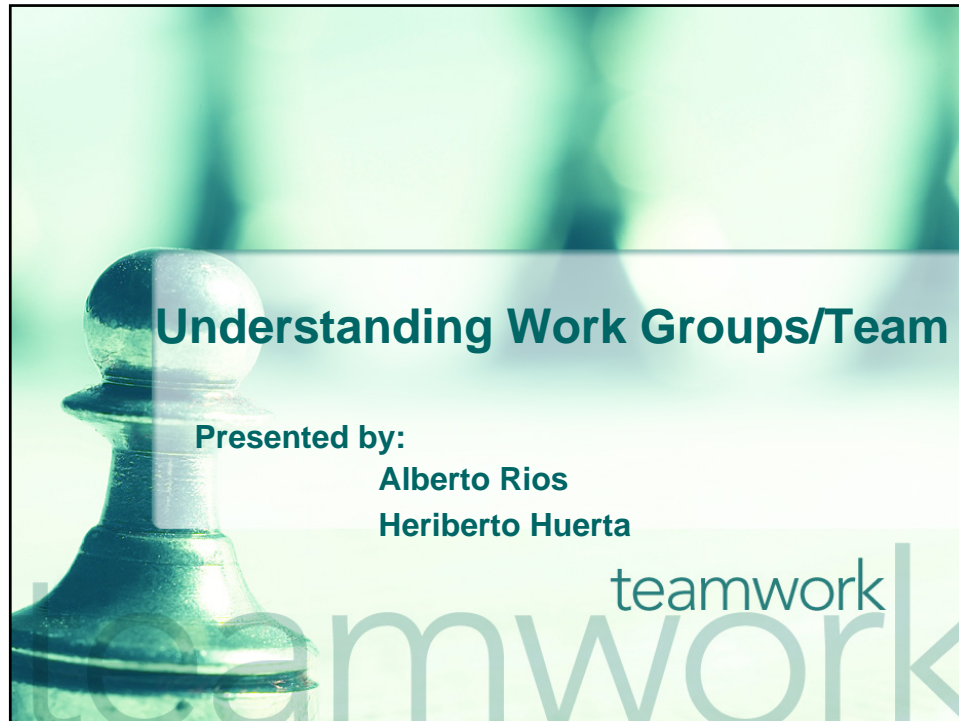


***Managing for Maximum Performance***  
**UCSD Extension Business & Technology**  
**Chapter 11 – Workgroups & Teams – Winter 08**



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# ***Managing for Maximum Performance***

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#### **Work Group & Team Definition**

- **A group** can be defined as a (small) group of people with complementary skill and abilities who are committed to a leader's goal and approach and are willing to be held accountable by the leader. *A group in itself does not necessary constitute a team.*
- The group becomes a team when the individual members develop complimentary skills and develop interdependency towards attachment of the common goal.
- So a **Team** has the ability to work together toward a common vision and ability to direct individual accomplishments toward organizational objectives.

teamwork

#### **Difference between Team & work Groups**

##### **Work Groups**

- Individual accountability
- Come together to share information and perspectives
- Focus on individual goals

##### **Teams**

- Individual and mature accountability
- Frequently come together for discussion, decision making, problem solving, planning
- Focus on team goals

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#### **Benefits for the company**

Team let to:

- Achieves more than an isolated individual
- Combines knowledge and skills
- Creates co-operative action and increase individual contribution
- Makes best use of individual strengths
- Mutual support & learning on difficult problems
- Common ownership of action & decision

teamwork

#### **Background of Plantronics work team**

- Value Added Engineering Program
  - First informal work teams
  - Started in April 2001
  - There were 5 people from Mfg Eng
  - January 2002 there were more than 20 people participating on this program including our corporative associated
  - Actually there are a total of 17 value add engineering teams

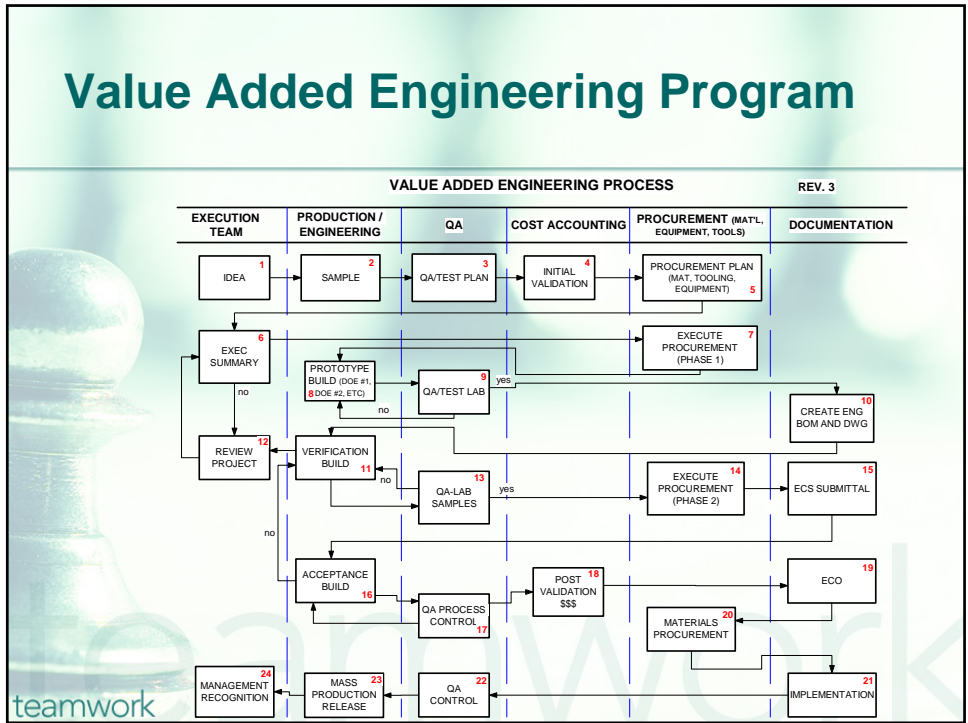
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### Value Added Engineering Program



**PLANTRONICS**  
SOUND INNOVATION

**VE07-018 Eliminate acoustic sealing of receiver hole in models MX200/Favie**



Team: Armando Cisneros  
Hector Dominguez

Plantronics Secret

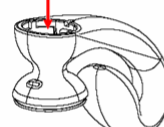
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## Value Added Engineering Program






**PLANTRONICS**  
LOGO INNOVATION

**ELIMINATE ACOUSTIC SEALING OF RECEIVER HOLE**

**Current Process Assembly**

Apply adhesive in plug receiver hole

**Proposed Process Assembly**



- ✓ To eliminate the use of adhesive.
- ✓ The acoustic performance is not being affected.

Cost Saving estimated: **\$62,000**

teamwork
Plantronics Secret
PLANTRONICS CONFIDENTIAL

## Value Added Engineering Program

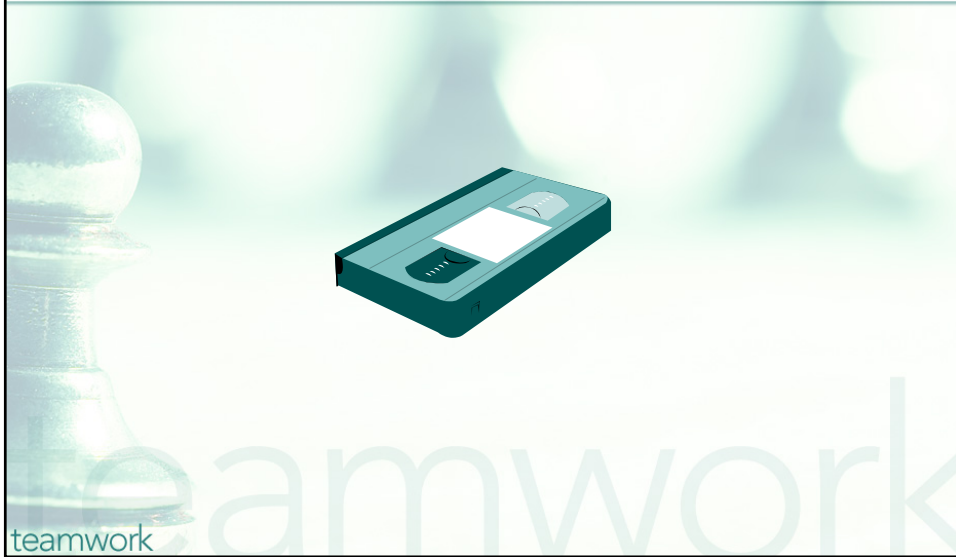
<b>PLAMEX S.A. DE C.V.</b> <b>VALUE ADDED PROJECTS</b> <b>IN PROCESS AT Q4 FY08</b>							Prepared By:	Jose Sandoval
							Date:	17 Jan 08
ITEM	NUMBER	PROJECT DESCRIPTION	SAVINGS TYPE	PROJECTED ANNUAL SAVINGS	TEAM LEADER	TEAM PARTICIPANTS		
1	Ve08-002	REDUCE STRINGS ON SUPRA PLUS CABLE TO REDUCE LABOR DURING PROCESS ASSEMBLY	COST REDUCTION	\$24,000.00	Daniel Diaz	Mayra Rosas, Alicia Muñillo		
2	Ve08-006	REPLACE JIMPER'S RAW MATERIAL FOR VOYAGER	COST REDUCTION	\$12,000.00	Jose Sandoval	Daniel De Isla		
3	Ve08-007	REDESIGN SUPRA PLUS BOOT TO ELIMINATE BUSHINGS	COST REDUCTION	\$40,000.00	Daniel De Isla	Juan C. Garcia, Jose Sandoval		
4	Ve08-016	REPLACE PLUG 43190-01 AND RTV BY A NEW BOOT IN FIREFLY CAPSULE ASSY	COST REDUCTION	\$20,000.00	Arelly Antelo	Juan C. Garcia, Gabriela Fajardo		
5	Ve08-020	REMOVE TUBING W/300-00 FROM ANTENNA AND SPACER ON DUCT MODELS CS55, CS70 and CS951	COST REDUCTION	\$20,000.00	Armando Cisneros	Hector Vazquez, Hector Dominguez, Gerardo Mantilla		
6	Ve08-022	STANDARDIZE SUPRA PLUS CAPSULES	COST REDUCTION	\$20,000.00	Omar Beltran	N.A		
7	Ve08-025	ELIMINATE BOX PAD P-N 72009-01 ON PACKING OF CS70R MODELS.	COST REDUCTION	TBD	Armando Cisneros	Sergio Cardenas, Hector Dominguez, Hector Vazquez		
8	Ve08-028	REDUCE LABOR ON CONVERTIBLE HEADBAND PROCESS BY IMPLEMENTING TUBING FLATENER	COST REDUCTION	TBD	Salvador Caracosa	Sandra Cisneros, Ricardo Martinez		
9	Ve08-029	IMPROVE FASTENING OPERATION ON M2 PROCESS	COST REDUCTION	\$4,243.60	Jesus Molanes	Matthel Oliva, Gabriela Fajardo, Arturo Ramirez		
10	Ve08-030	IMPLEMENT HOT COLD PROCESS ON PTO PACKAGING FOR MONET	COST REDUCTION	TBD	Alberto Prudencio	Eloy Camacho, Jorge Landeros		
11	Ve08-031	STANDARDIZE USAGE OF CLOTHING CLIP FOR CONVERTIBLE AND DUOPRO	COST REDUCTION	TBD	Arelly Antelo	Jorge Landeros		
12	Ve08-032	W2 STANDARDIZE USAGE OF CABLE TIES FOR ENCORE, TUSTAR HOT-GD AND FIREFLY	COST REDUCTION	TBD	Gabriela Fajardo	Arelly Antelo, Arturo Ramirez		
13	Ve08-033	CHANGE CUT & STRIP PROCESS FOR FIREFLY CABLE	COST REDUCTION	TBD	Gabriela Fajardo	Arelly Antelo		
14	Ve08-036	IMPLEMENT MADE IN HOUSE NOISE REDUCTION BOXES FOR ULTRASONIC WELDING EQUIPMENT	COST AVOIDANCE	\$77,385.00	Jesus Marquez	Victor Flores, Hector Lozada		
15	Ve08-040	CHANGE GERBER FILE (PCB LAYOUT) TO INCREASE YIELD AND REDUCE SCRAP ON HOT-GD ASSY FOR SUPRA PLUS (AND OTHER PRODUCTS)	COST AVOIDANCE	TBD	Daniel Diaz	Mayra Rosas, Filogoso Garcia		
16	Ve08-042	REPLACE BUBBLE BAG BY POLY BAG ON BULK PACKS IN PTO	COST REDUCTION	\$60,000.00	Armando Cisneros	Miguel Montaño		
17	Ve08-043	TEST TIME REDUCTION ON SUPRA PLUS PROCESS PTO	COST REDUCTION	TBD	Jess Valdez	N.A		
<b>GRAND TOTAL</b>					\$ 140,243.60			

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**PLT Best Practice Video clip**



**Plantronics Best Practice**

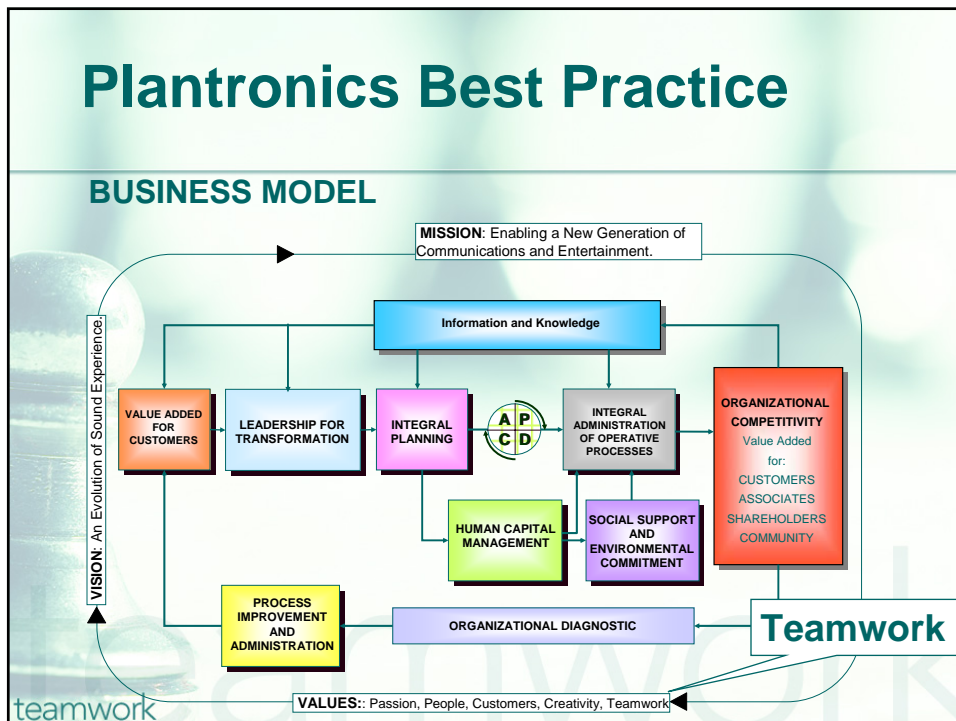


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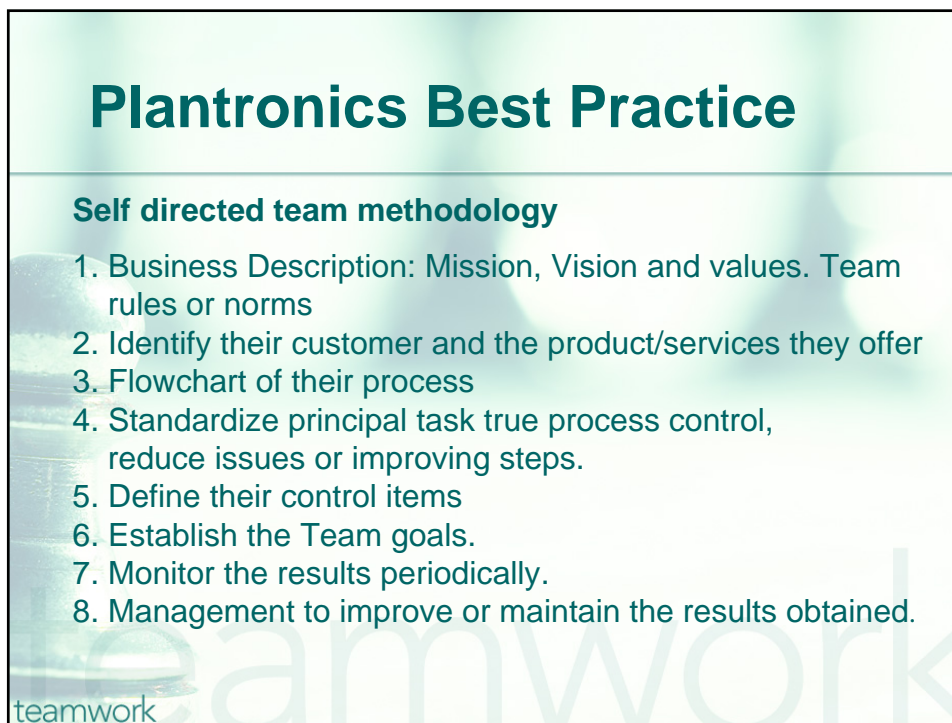


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## Plantronics Best Practice

**PLANTRONICS**  
SOUND INNOVATION

**SELF DIRECTED TEAMS SCHEDULE 2008**

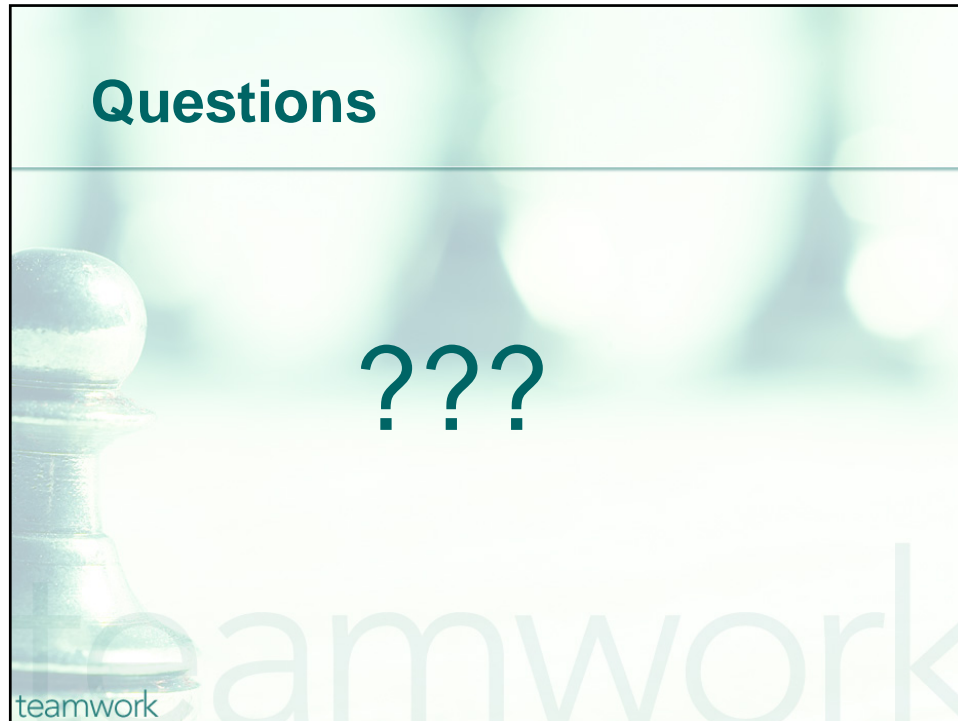
TEAM NAME	AREA	TEAM LEADER	Q4FY08			Q1FY09			Q2FY09			Q3FY09		
			ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPTIEMBRE	OCTUBRE	NOVIEMBRE	ENERO
1 AMP 2	ALMACENES	VICTOR LARA	16	13	12	9	14	11	9	13	10	8	12	10
2 H2O	CENTRO DE DISEÑO	ALBERTO RIOS												
3 B2B	CENTRO DE DISEÑO	PIERRO RIVAS												
4 IDET	CENTRO DE DISEÑO	FERNANDO PRIEGO												
5 MP3	CENTRO DE DISEÑO	MARCOS MONTES												
6 ECO HEAT QUARTER	CENTRO DE DISEÑO	CRISTINA MORALES												
7 PLT (PLANTRONICS TEST INNOVATION TEAM)	CENTRO DE DISEÑO	GERARDO HERNANDEZ												
8 PIT S (PACKAGE INNOVATION TEAM)	CENTRO DE DISEÑO	ANA LEVANGOS												
9 SQUADRA ADUANAL	CONTROL ADUANAL	JORGE SALCIDO												
10 CRI	CONTROL DE CALIDAD	LUIS ALAPIZCO												
11 QA LAB	CONTROL DE CALIDAD	JUAN ARIAS												
12 CD TEAM	CONTROL DE CALIDAD	ERENDIRA AVENDANO												
13 SOE TEAM	CONTROL DE CALIDAD	ADOLFO PEREZ												
14 CALIDAD INFINITA	CONTROL DE CALIDAD	ANTONIO ZEPEDA												
15 ACA	CONTROL DE CALIDAD	CESAR MARTINEZ												
16 DRN (VENTAS INTERNAS)	DESARROLLO DE NEGOCIOS	JAVIER MUARES												
17 DRN VENTAS INTERNAS II	DESARROLLO DE NEGOCIOS	JAVIER MUARES												
18 FIN TEAM CUENTAS POR PAGAR	FINANZAS	JOSE VALDEZ												
19 FIN TEAM NOMINA	FINANZAS	LOURDES MORALES												
20 CR TEAM	FINANZAS	VICTOR QUIRANTE												
21 SMART TEAM	INFORMACION Y TECNOLOGIA	ISAIAS CABRERA												
22 TS TEAM	INFORMACION Y TECNOLOGIA	ANGELES ESPINOZA												
23 FLORA	MANUFACTURA	JOSE SANDOVAL												
24 CIMA	MANUFACTURA	VICTOR FLORES												
25 TMA	MANUFACTURA	VICTOR FLORES												
26 PROCUREMENT TEAM	MATERIALES	ALMA GALAZ												
27 MRO TEAM	MATERIALES	MICHELLE PEREZ												
28 SUPPLY CHAIN	MATERIALES	MICHELLE GALVEZ												
29 SEAM	PRUEBA ELECTRICA	ARTURO RUIZ												
30 HRM	RECURSOS HUMANOS	ANGELA MORALES												

## Best Practice PLT Benefits

- Promotes our associate development, improving their skills and performance.
- Increases personal values to our associate.
- Stimulates the associate growth, knowledge & professional education.
- Helps them to do what they believe they can't do.
- Inspires them to participate and increase their commitment to our company goals.

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