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# HAULAGE VALUE STREAM MAPPING REPORT

## Bunbury Geographe Timber Precinct

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## EXECUTIVE SUMMARY

TXM was engaged by the South West Timber Hub Steering Committee to assist in mapping and analysing the end to end transport supply chain for hardwood and softwood forests in South West WA. The aim was to identify opportunities' to reduce transport costs and waste.

A two staged analysis was taken to complete this work:

1. TXM undertook preliminary site visits to undertake further process analysis
2. TXM worked with the forest products project team to map the end to end flow, analyse transport practices and data, and make recommendations.

Overall TXM and the Forest Products Project Team identified the opportunity to improve efficiency, safety, environmental impacts and raise the profile of the industry as a modern and progressive provider of local employment. Truck movements may be reduced by approximately 4%. Given the \$209m F19 budget this translates to a \$ 8m benefit. Initiatives are:

- Optimise the allocation of work to each vehicle (reduces by 2% or \$4m)
- Reduce waiting in the field reduces by 3% ( \$ 6m)
- Reduce waiting at the Port to deliver chip 1% (\$2m)
- The proposed Timber Hub will increase distance travelled by 0.5% but save fleet resources with faster and more certain turnaround time (add \$1m but needed for the nett benefit)

Five key recommendations have been identified by the consultant. These were

- *Recommendation One - The development of an Integrated Timber Processing Yard be investigated*

The creation of an Integrated Timber Processing Yard (ITPY) that can be a centre for excellence for forest activities.

- *Recommendation Two - Analysis of central dispatch practices at both Colac and Mount Gambier be undertaken and to determine its appropriateness for a WA environment.*

The implementation and effectiveness need to be understood before recommending to be installed.

- *Recommendation Three - Manage truck turnaround times consistently across the existing contractor base.*

Create standard benchmark times for standard load & unload cycles and commonise management of these.

- *Recommendation Four - in the short term trial monthly and weekly wood flow meeting*

The FPC the Contractors can communicate better in a structured forum. Variations to improve include yields, access, weather, customers, or other mitigating circumstance.

- *Recommendation Five - additional focus & resources available to continually improve OHS.*

It is acknowledged that there has been significant work undertaken in the area of safety within the industry over recent years. There is an opportunity to take the industry beyond a safety compliance culture to a best practice in industrial safety culture

## BACKGROUND

The Bunbury area features a vertically integrated supply chain for softwoods from growing and harvesting trees through production of wood chips, timber, particle board and laminated veneer lumber (LVL). The softwood supply chain is also closely connected to the hardwood and native timber forests that are in the same area, sharing infrastructure, transport and some elements of the supply chain.

The members of the Bunbury Timber Precinct face collective and individual challenges ensuring the maximum return for the forest resource, securing supply to the various end markets and ensuring cost competitiveness.

A value stream mapping project in 2017 has identified significant savings within the supply chain with a 10% reduction in cost per hectare expected by 2020, representing an annual saving of \$14m per year based on an average harvest of 8000 Ha. This is expected to increase to a 20% saving by 2060 as trees planted now mature and are harvested.

Action plans from the 2017 project focused upstream on the nursery, preparation and establishment and maintenance of the softwood forest and improving harvesting yield. However around 80% of costs in the supply chain are involved in harvesting and haulage. This project is therefore intended to focus on ways to optimise haulage of logs and wood chips from both the softwood and native timber forests to customers.

## STAGES OF ANALYSIS

The TXM value stream mapping process involved the following three stages listed below.

Following the initial process, the project team were not engaged in making objective identification of waste as previous TXM project teams.

The conclusions in the main body of this report have been created independently of the project team in conjunction with the Forest Products participants in a debrief workshop held in July 2019, and by TXM.

### **STAGE ONE - Site visits and process analysis.**

TXM and Forest Products Commission staff undertook some preliminary data gathering and process analysis. A day was spent observing operations of Plantation Logging. One day spent with Dawson Contracting and one day observing operations at the Bunbury Port.

Video, photographs and time in motion studies were taken to be shared in the project team workshops.

#### **Process Analysis**

TXM conducted a structured process.

A high level end to end value stream map demonstrating the flow of materials found at the back of this report in (Appendix 1).

#### **Key Observations – Softwood Haulage Planning**

##### Method of observation:

Interviewed the planner at Plantation Logging Co. and observed how the weekly and daily plans are created and adjusted.

##### What TXM saw:

A hand drawn sheet created with an overlay of the previous month. The process was to start with a blank plan and then use knowledge of each coupe and experience of each individual driver to allocate runs. First the harvesters were allocated and then the haulage runs were allocated. The haulage runs were allocated to manage fatigue, maximise driver utilisation, maximise overnight synergy with the driver's home location, and deliver the contractual requirement. The science involved relied knowledge of the route drive times and the capacity of the individual driver.

**Analysis:**

The plan uses the pattern of repetition to provide a predictable and standard work sequence for the people doing the work.

Figure 1: The weekly planning sheet compiled by a workshop participant

The current Overall Equipment Effectiveness for a truck in the weekly allocation of start to finish times varies. OEE measures The Plantation Logging Company use telematics to monitor their truck movements.

**Summary of Metrics:**

- Truck Number**
- 1 Cuxson - CE 02
  - 2 Cuxson - CE 04
  - 3 Cuxson - CE03
  - 4 T02 - MAN 8x8 - (Logs)
  - 5 T14 - MAN Tandem Drive - (Logs)
  - 6 T20 - MAN 8x8 - (Logs)
  - 7 T21 - MAN 8X8 - (Logs)
  - 8 T22 - Kenworth K108 - (Logs)
  - 9 T23 - Kenworth K108 - (Logs)
  - 10 T24 - MAN 8x8 - (Logs)
  - 11 T25 - MAN 8x8 - (Logs)
  - 12 T26 - MAN 8x8 - (Logs)
  - 13 T27 - Kenworth K200 - (Logs)
  - 14 T30 - Kenworth K200 - (Logs)
  - 15 T34 - Kenworth K200 - (Logs)
  - 16 T38 - Kenworth K200 - (Logs)
  - 17 T40 - IVECO 8X8

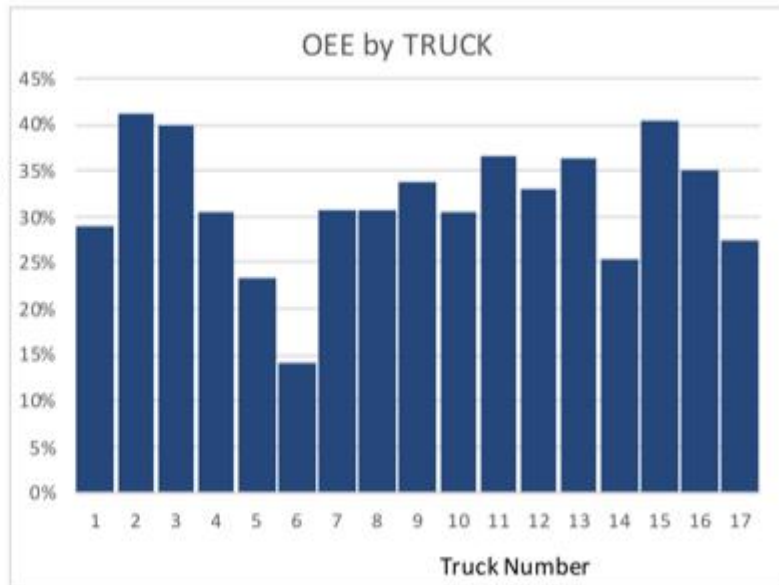


Figure 2: The utilisation of the truck fleet sampled from a single day of 19th February 2019.

### Opportunities for improvement:

The OEE measures the percentage of time the truck is driving loaded and the following range was Opportunities for Improvement:

The opportunity is to:

- 1) Scientifically allocate the drive routes based on actual drive time data.
- 2) Integrate the plan into "Actual" performance measures and quantify wasted opportunities.
- 3) Have centralised co-ordination of the fleet to make situational decisions with a greater number of alternatives available.

## Key Observations – Softwood Log Haulage Pickup

Method of observation: Observation of contractor PLC runs, interviews and hand recorded data.

What we saw:

A very streamlined and error free operation was demonstrated. The logs were staged for collection at two predefined locations. One of the locations loaded 3 bays using a forwarder that was waiting for the truck. The other location was loaded by a forwarder that was supporting a harvester and stopped helping the harvester to load the truck. This site was feeding more trucks than planned as there was a bushfire the previous week in a neighbouring plantation harvest site.

Start Time	Activity	From	To	Arrive OD
7:02	Drive Empty	PLC Main Yar	Madment	411828
8:14	Position to load			72
8:26	Wait			
8:43	Load Front 4'00"			
8:47	Move to Load			
8:54	Wait for truck in front			
9:02	Load Rear 2 & Dolly inc sign			
9:10	Move Off	Madment	Access Track	
9:15	Strap Up			
9:26	Drive Loaded 66t load			
9:38	Adjust Straps			
9:43	Stop Make Phone calls / text			
9:47	Drive to Wespine	Access Track		
10:07	Delay Roadworks			
10:13	Drive to Wespine		Wespine	
11:53	Unstrap @ Wespine			411907
12:01	Wait to unload			
12:05	Unload			
12:28	Finish Paperwork			
12:31	Clean Down			
12:34	Drive off empty			
12:45	Arrive Yard			411913

**Figure 3: The Observation Sheet**



**Figure 4: Waiting for a previously loaded truck to depart before entering to load**



**Figure 5: The driver finishing paper work in the cab while being loaded. Loading 2 logs per lift.**



**Figure 6: The loader using the uprights to determine load height.**



**Figure 7: Both drivers waiting to each do paperwork.**



**Figure 8: Adjusting the straps.**



**Figure 9: Waiting to unload at Wespine.**

### Analysis:

The value add time was 40% of the total run cycle. The average speed loaded with the 66t GVM was 33km/h combining the access road and access track. The same roads with an empty truck averaged 60km/h (not counting the delay for road works).

Manual strapping, adjusting, and unstrapping took 26 minutes for the run.

### Summary of Metrics:

Total Trip Time (Yard to Exit Wespine): 5h 43min

Value Add Time: 2h 17min

Incidental necessary time 0h 49min to inspect load, strap, unstrap, sweep

### **Opportunities for improvement:**

Auto strapping units on the standard trailers would save 20 minutes per run



## Key Observations – Softwood Haulage Drop Off at Wespine

Method of observation: Observation, interviewing the unload operator at Wespine Moore Rd, Dardanup depot and reviewing telemetric data.

### What we saw:

The truck stopped in the unstrap area and was queued behind one truck being unloaded and one more truck in front waiting to be unloaded. After spending 8 minutes unstrapping the truck waited an additional 4 minutes to drive ahead and wait to be the next truck to unload. After 9 min 15 sec the truck drove forward to be unloaded. The driver then got out of the truck and walked to a defined location and 1min 35sec later the unloader makes contact. The first move was to unload the centre bay with one movement. The first two bays were unloaded and placed on the ground next to the Wespine infeed unit. The third bay was loaded directly onto the infeed unit.

The operator sends an email of the loading plan and this is circulated to 26 recipients on a mailing list on the Wespine loading plan schedule



**Figure 1: The last (third) stack of the previous truck gets taken across to the other side of the unload pad.**



**Figure 11: The first bay to be unloaded is the centre bay. It is placed on the ground next to the in-feeder.**



**Figure 12: The front bay is unloaded also to the ground.**

## Analysis:

### *5 Why's problem solving*

Question 1: Why are logs placed on the ground?

Answer: To help get the trucks out quicker.

Why? Because the unloader can catch up when there is a gap.

Why? Because there are gaps

Why? Because the trucks arrive at uneven intervals

Why? Because the trucks arrive without slots during the day and arrived in waves

Why? Because a fire at a nearby coup diverting trucks causing a different truck arrival pattern.

Why? Because an unscheduled event is the norm and the weekly roster is updated daily however the start and finish times are difficult to alter.

## Summary of Metrics:

Unstrap time:	8 minutes
Total gate To gate average time:	45 minutes
Unload Time observed:	9 mins 45 secs

## **Opportunities for improvement:**

- Slot deliveries of the trucks to avoid uneven arrival.

Currently the multiple contractors do not have visibility to achieve this. When benchmarking known best practice the NSW grain model and the Vic/Tas Forest models were discussed. The centralised model of scheduling truck movements known as "Central Dispatch" is a better solution. The alternative for the customer site to publish slots and then the contractors fill them up results in a spike of work burden for the contractors on the allocation day.

- Control the even deliveries of trucks on each day of the week. The recommended method is to centralise the scheduling.

## Key Observations – Native Forest Haulage Cycle

### Method of observation:

Observation

### What we saw:

A traditional method of loading native forest logs. The road train was selected because of the shorter stanchion requirement of the customer. The shorter was required by the customer to allow for their equipment to unload the truck.

The road had tree tops, timber residue product (TRP) which was required to be cleared before the truck could access the loading area.

### Analysis:

Activity	Arrive OD	Arrive Time	Duration
Leave yard Burnside		8:03	
Drive to coupe		8:48	0:45
Wait for excavator to clean road - TRP over road		8:54	0:06
Move to position truck for loading		9:00	0:06
Start Loading front bay		9:21	0:21
Move truck to load back bay		9:22	0:01
Continue loading		9:32	0:10
Move truck to second last bay		9:33	0:01
Continue loading		9:45	0:12
Throw straps and clean		9:58	0:13
Drive down road		10:04	0:06
Fill in paperwork		10:08	0:04
Drive down forest road		10:25	0:17
Stop to check strap tension		10:27	0:02
Drive to weighbridge Dwellingup Sawmill		10:52	0:25
Weigh truck at weighbridge		10:56	0:04
Drive to FPC Customer		11:37	0:41
Position Loader and unstrap first bay		11:40	0:03
Position Loader and unstrap second bay		11:41	0:01
Position Loader and unstrap third bay		11:42	0:01
Position Loader and unstrap fourth bay		11:43	0:01
Unload		12:00	0:17
Reposition truck to continue unloading safely		12:02	0:02
Continue Unload		12:08	0:06
Stop unloading to remove fallen logs		12:09	0:01
Continue Unload		12:33	0:24
Sweep down truck → finish		12:35	0:02
Return to Burnside		12:55	0:20
<b>Round Trip Time</b>		<b>4:52</b>	

Value (Green)- Truck driving loaded

Non Value (Orange) - Truck not driving loaded

### Summary of Metrics:

Value Add Time	1 hour 29 min
Round Trip Time	4 hour 52 min
Unload Sequence Time	58 min
% Value Add	30%

### Observation

The unloading sequence was benchmarked against industry averages and it was found to have taken almost double the time. This was due to customer equipment and safety issues.

### Opportunities for improvement:

Focus on many small improvements. Line up a series of improvement projects including optimising the stanchions on the trailers, and co-ordinate the harvests to optimise transport. TXM recommend a lean daily leadership process that accounts for exception to the benchmark including load and unload times. This information would be valuable to the contractor to better manage and problem solve delay events.

# STAGE TWO - Working with the Project Team

## Team Formation:

The Timber Precinct team appointed a cross functional team representing key leaders and subject matter experts from across the supply chain.

Forest Products Commission – Campbell Sanderson

Forest Products Commission – Chaz Newman

Plantation Logging Company – Jeff Loton, Dave Hughan & Tony Fergusson

Dawson's Logging - Bernie Dawson

Preston Chipping Company - Geoff Brookes

WA Plantation Resources (WAPRES) - Mort Neilsson

South West Haulage - Greg Smithers



Figure 23: The team present on the future state mapping day

**2. Preparation, Scoping and Data Gathering:** TXM worked with the team to gather data about the current state process for three value streams. This included gathering overall data on the processes including product volumes, routes, wait times and efficiency (% loaded kms).

### 3. Current State Mapping:

We spent a day with SW Haulage, The full team were full time on days 2 and 3 of this visit with participants required on days 1 for introductions.

A. Day 3-4: A two-day current state mapping workshop. This included a brief introduction to value stream mapping and lean thinking and then identified the key product and information flows in the three value streams. The group also undertook an analysis of the backload opportunities

B. Day 5: Completed the current state map and collection of additional process data and additional analysis and transport modelling.

**4. Final Data Gathering:** The Timber Precinct team then gathered more detailed information on the process necessary to complete the current state. This titled "Homework".

**5. Value Stream Mapping Workshop:** TXM then facilitated the team to finalise the current state map and develop future state maps for the three value streams. This included:

#### a. Current State Map Finalisation:

TXM facilitated the team to finalise the current state map incorporating all the data gathered. The current state map overlaid lead time, supply chain metrics and inventory. TXM then create a digitised version of the current state maps.

#### b. Future State Mapping:

TXM then coached the team through the TXM "Seven Steps to the Future State" process to developing a future state map of the end to end process. This included a high level overall value stream map as well as more detailed process designs of key activities that have a high impact on supply chain performance. This future state map included practical improvements and business controls as well as setting targets for key process metrics to track improvement. TXM then created digitised versions of the future state map and associated processes.

**6. A3 Action Planning:** TXM facilitated the Timber Precinct team to develop an overall A3 action plan for improvement as well as detailed A3 action plans for each of the key process areas across the three value streams. These A3 plans define the key recommendations, accountabilities and resources for these changes and the cost and other targets that need to be achieved.

## OUTCOMES OF THE PROJECT TEAM IN STAGE TWO

### Key Observations – Native Forest Haulage Planning

#### Method of observation:

Described process in the workshop

#### What we saw:

The pattern is a repetitive pattern giving each contractor certainty. The pattern is created four weeks in advance and then firmed up with subtle variation the week prior. Day to day variations during the week are directed from FPC. FPC is responding to daily customer requests. Mostly the deliveries to large customers are repetitive. The distributions of smaller saw mills and the restrictions to their receiving time is a key barrier to optimised scheduling of truck movements.

#### Analysis:

This repetitive method is an effective way of creating a pattern of efficiency. The cost of freight drives a behaviour of "full loads". The misaligned opening times and customer variations in turn resonates waves of product flow in large batches.

#### Opportunities for improvement

Consolidating many smaller customers into an Integrated Timber Processing Yard (ITPY) will allow for more flexible allocation of product to be delivered to a single node in a greater operating timespan.

Centralise the planning of native haulage as well as softwood haulage.



## Fleet Analysis – Number of trucks

### Method of observation:

Count up the trucks in the participant workshop process

### What we saw:

A list of vehicles using the knowledge and experience of the people in the workshop.

### Summary of Metrics:

	Road Train - Chip	Road Train - Log	Truck + Dog - Log	Grand Total
Dawsons Contracting		5		5
Midway	5			5
Others	14	5		19
PLC		38	6	44
SWH	4	25		29
Total Harvesting		14		14
Waugh		17		17
WFS		6		6
Wilsons	36	14		50
<b>TOTAL</b>	<b>59</b>	<b>124</b>	<b>6</b>	<b>189</b>

### **Opportunities for improvement:**

This is a baseline of information. The benefits of % improvements can be equated to this baseline inventory of vehicles.



# TXM STAGE TWO OBSERVATIONS & RECOMMENDATIONS

## Observations

- Mature process with limited scope for new backloading

The group were engaged positively, and each contributed to the analysis of the existing routes in order to find backload opportunities. The innovative actions by Wespine to reconfigure trucks to enable backfill of product on non-conventional trailers was discussed. Some people within the group were shocked by this outcome and the data was intently investigated to ensure the accuracy of the outcome.

- Current system prioritizes critical key equipment by having excess trucks

Equipment including harvest, chippers and trucks are allocated to sites and routes. The allocation enables the return on investment of the chippers and harvesters be achieved. The contractors know the key success factor is to run the critical equipment for a targeted number of hours per day.

The current system is in balance between the harvest and haulage equipment. In some cases the field and haulage contract with the same company results in a system that over supplies trucks to keep key equipment going.

Lean thinking can create an operational tension within the current contract structure.

The current balance represents a mature and optimized harvest and haulage process. This balance is achieved with the current balance of information, and limited time during each day to focus on efficacies by eliminating some key problems.

- Safety awareness behind industry midpoint standard

It is acknowledged that there has been significant work undertaken in the area of safety within the industry over recent years. There is evidence the leadership within the sector is undertaking projects to take the industry beyond a safety compliance culture to a best practice in industrial safety culture.

## TXM Recommended Future State

- Faster, more concise information will fine tune the current system.

Applying lean thinking to the harvest and haulage value stream the following should be able to be achieved

1. Harvesters and infield chippers are able to produce to their rated capacity. Delays to this equipment needs to be scrutinised and problem solved.
2. .Truck turnaround time from 'coup to gate' needs to meet industry benchmark time 90% of the time. Loading equipment needs to operate to a standard allocation.
3. Truck allocation needs to be based on the model. TXM believe there is excess trucks to maintain the return on investment on the most critical equipment.

The current contracts are for a whole of harvest and haulage scope. There is valuable knowledge and experience amongst the current contractors

The improved information provided to the contractors will enable better decisions and corrections made on a daily basis.

Ideally the telematics will link to and be integrated with an industry planning tool. Real time telematics and real time planning will provide a new level of visibility for the existing contractors to make decisions resulting in a higher efficiency of the whole industry

All raw data will be available to all contactors who utilize this infrastructure. The information will be presented is a standard format to all contractors. Contractors will work together to improve and optimise how this information is formatted and presented. Alarms will be triggered when industry benchmarks are not met. FPC will be a third party to this information and will link KPI's to this information. Contractors can further optimise this information to allow for competitive advantage.

- Specific recommendations from the project group are found in the following 10 'A3' Action Plans

## Recommendations & Supporting Action Plans

- *Recommendation One - The development of an Integrated Timber Processing Yard be investigated*  
Supporting Action Plan  
Action Plan 1 - Develop an Integrated Timber Processing Yard
- *Recommendation Two - that analysis of central dispatch at?? be undertaken and to determine its appropriateness for a WA environment.*  
Supporting Action Plan  
Action Plan 2 - Central Dispatch  
Action Plan 3 - Electronic Docket Notes
- *Recommendation Three - standardize the management of achievement of benchmark turnaround times*  
Supporting Action Plan  
Action Plan 4 - Softwood Turnaround Time Improvement
- *Recommendation Four - in the short term trial monthly and weekly wood flow meeting while investigating a central dispatch system.*  
Supporting Action Plan  
Action Plan 5 - Log Order Planning Meeting
- *Recommendation Five - the industry to ensure additional resources are available to continually improve occupational health and safety.*  
Supporting Action Plan  
Action Plan 6 - Safety Improvement

Activity Plans without specific recommendation

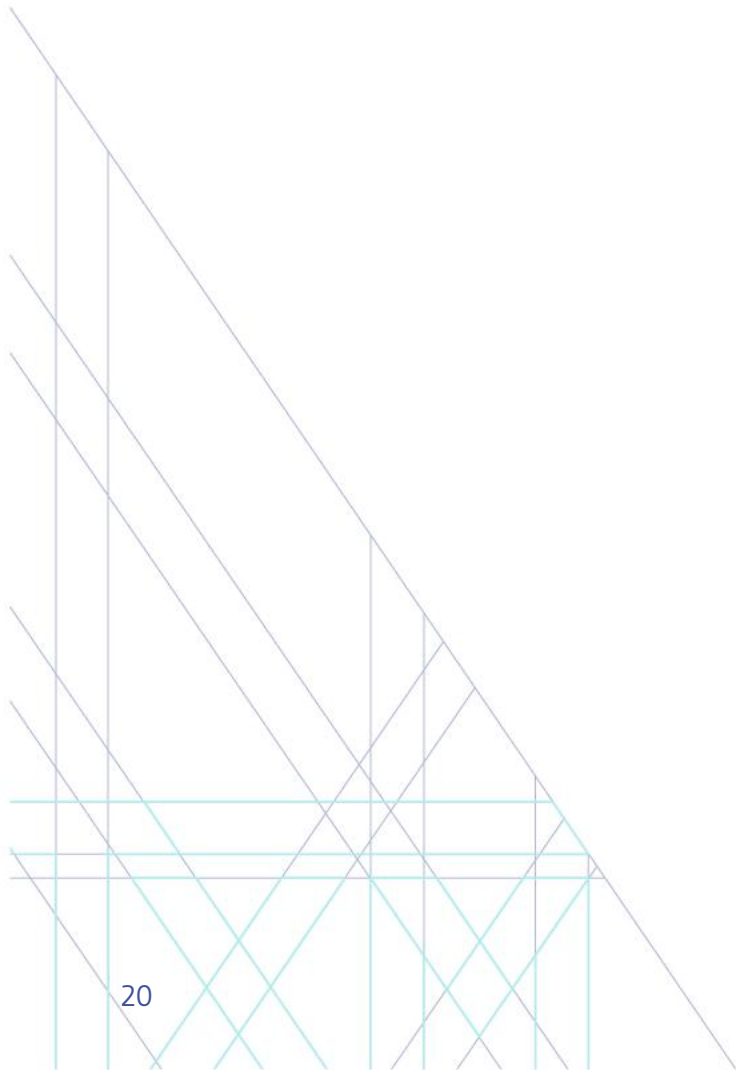
Action Plan 7 - Maximum Permissible Vehicle Access

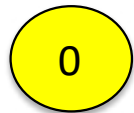
Action Plan 8 - Standard Truck Design

Activity Plan 9 - Field Bin Redesign for In Field Chipping

Activity Plan 10 - Quicker Turnaround at Port for Chip

# A3 ACTION PLAN – OVERALL





# Lean A3 Action Plan for:

# SW Haulage Strategy 2021



### Team

Campell, Anthony, & Wendy

### Current State

**What are the barriers in your business that are holding back profitable growth?**

It is difficult to see the Waste of waiting and the waste of over processing. The Waiting occurs in the field and waste of overprocessing occurs in the planning. The Delivery In Full On Time is achieved in a weekly cycle with a high level of contingent vehicles and overtime to execute. The lack of KPI to measure safety and efficeincy allow the current state to be the status quo. Bottlenecks and uneveness throughout the week allow small events to escalate quickly into a major delay. The majority of Information is transacted using paper methods.

### Future state

**What is your strategic vision for your business? Describe your future business.**

KPI's are used to plan and allocate schedules to best optimise people and vehicles. Standardisation in the processes extendeds to the vehicle specifications. Bottleneck at the port chip unload is relieved with a second grid and co-ordination of deliveries from the central control tower. This delivery co-ordination will reduce ramp (wiating) time for unloading at port, Wespine, and Integrated Yard. The control tower will combine the technology of contractor GPS signals to have a clear vision of all vehicles. Harvest and inventory information is also visible in real time. A repetitive slot pattern allows the existing routines to be optimised with minor adjustments. Wait times are monitored and KPIs influence contractor performance. Trucks are optimised and measured by Percentage Loaded Kilometres. Freight movements reduce by 2-6% through the combination of many initiatives. An Integrated Yard makes it safer and cheaper for small operators to process timber and hire staff. Innovative industries have lower operating costs as they share facilities in the vard.

### Obstacles

**What are the barriers preventing you from achieving your future state?**

The investment needed requires government & industry collaboration and favourable return on investment. The investment cycle under the Forest Management Plan runs in 10 year cycles adding risk to major investment. Drivers are difficult to recruit and retain. The allocation of resources needs to comply with national competetiveness laws.

### Counterasures

Action	Responsible
Merchandising Yard created	FPC RAV Co-ordinator
Centralised Despatch planned, contracted, implemented, optimised	FPC RAV Co-ordinator
Truck specifications standardised	FPC RAV Co-ordinator
Transactional work flows usibng Electronic Docket Notes	FPC RAV Co-ordinator
Maximised Permissable Vehicle Access	FPC RAV Co-ordinator
Infield chipping fast load turn around	FPC RAV Co-ordinator
Monthly Log Order Planning Meeting	FPC RAV Co-ordinator
Safety Improved	FPC RAV Co-ordinator

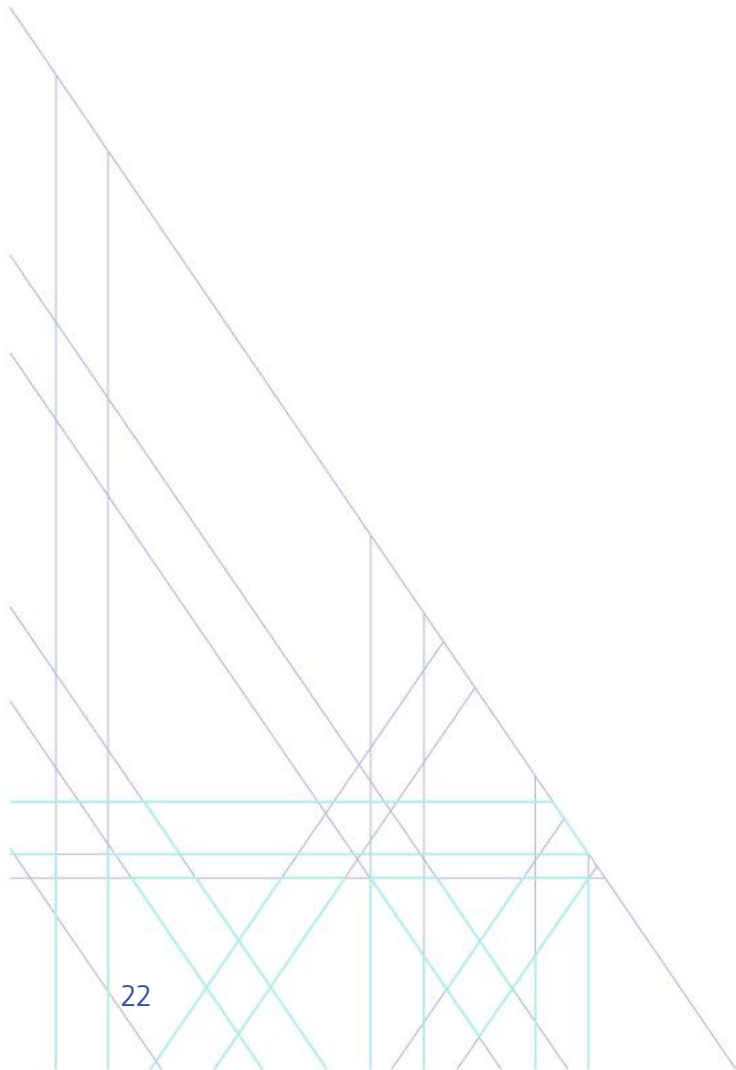
### KPI / Follow up

Measure	Current State	Future State
Number of Trucks in the fleet required for 2019 vol	184	177
Truck % Loaded Kms	45	52
Wait times to load / unload - Softwood (minutes)	49	30

### Action Plan

Category	Action Plan	Target	Resp.	Start Date	Due Date	Status
Align	Conduct a startegy sesison to prioritise and align reccomenda	Determined		July 19	Feb 20	
Plan	Identify Actions and Resources	Defined		Nov 19	Mar 20	
Do	Implemet working teams on agreed strategy	In Place		Mar 20	June 20	
Check	Routine governance of implementation project created	Aligned with KPIs		Mar 20	June 20	
Adjust	Maintain alignment, adjust to industry changes.	Routine Meet		June 20	June 27	

# A3 ACTION PLANS - DETAILED



1

# Lean A3 Action Plan for:

# Merchandising Yard(s)



### Team

Bernie Dawson, Jeff Loton, Campbell Sanderson

### Current State

What are the barriers in your business that are holding back profitable growth?

- Multiple product specifications & customers.
- Short stanchions to cater for customers unloading equipment (grab reach and width, yard surface, product type, load capacity etc).
- Trucks customised to haul native products (rough roads, large logs, varied customers).

### Future state

What is your strategic vision for your business?  
Describe your future business.

- Merchandising yard established (~500 k tonne annual intake).
- Supports the standardisation of the truck fleet.
- Less products = less complexity and possibly better value recovery (from NF resource)
- Less in forest storage area required (reduced number of sorts).
- Improved truck turn around times.
- Increase in the percentage loaded kms (better truck utilisation).
- Maximise payloads
- Untethered harvest and haulage contracts, allowing trucks to uplift product from any site.
- Safer unload and loading - rationalised supply chain, with core fleet loaded by fit for purpose loading and unloading equipment.
- Equipment meets base level standards and where viable will be state of the art.
- Remove administration associated with heavy mass RAV permits (many to one, as opposed to many to many route options).

### Obstacles

What are the barriers preventing you from achieving your future state?

- Policies - support for the utilisation of biomass from native forests.
- Stakeholders - support of native forest harvesting.
- Existing customers - geared up for traditional products, with capacity to invest in higher specification limited.
- Location of Site - where is the most cost effective location.
- Effect seasonal weather has on supply to facility.
- Permits
- Scalability of merchandising yard;

### Countermeasures

Action	Responsible
Open market access for customers;	
Create new industry; Merchandising Yard may create 80 - 100 FTE in Regional Town;	
Improve access - focused investment into road network.	
Improved customer service and flexibility to process and meet orders (identify location, design and develop optimal yard flows for merchandising yard)	
Improved value recovery of products from the natural resource	

### KPI / Follow up

Measure	Current State	Future State
Cost of production per aggregated product type (neutral or less)		
Improved value recovery (↑ \$/tonne + yield/ha)		
Improved truck utilisation (% loaded km)		
Improved customer satisfaction		

### Action Plan

Category	Action Plan	Target	Resp.	Start Date	Due Date	Status
	Trials on IRR / Cost Benefit					
	High level layout and Flow Map					
	Create business case					
	Fund to support project mgt & research					
	Quantify benefits					



**Team**  
Wendy Perdon, Mort Neilson, Chaz Newman

**Current State** What are the barriers in your business that are holding back profitable growth?  
 • Contractors schedule their trucks based on what compartments / coupes they have access (tethered harvest and haulage operations)  
 • Contractors schedule their own trucks, with no visibility of other operations.  
 • Growers have limited information on stock location or age.  
 • Customers may, from time to time get bombarded with trucks due to uncoordinated scheduling - resulting in inefficiency across the supply chain (supply is lumpy).

**Future state** What is your strategic vision for your business? Describe your future business.  
 • Trucks are despatched centrally i.e. one body coordinates all truck movements on a daily basis.  
 • Trucks untethered and made available by contractors to uplift product to optimise supply to customers and truck utilisation  
 • Central despatch supports improved woodflow and value recovery.  
 • Stakeholders across the supply chain have real time data on deliveries and bottlenecks which supports improved redirection of resources and safety.  
 • Trucks will be scheduled to blocks, to be loaded out by the harvesting contractor to uplift order.

**Obstacles** What are the barriers preventing you from achieving your future state?  
 • Differences in products, sites and terrain.  
 • Current fleet is highly variable  
 • Customers unloading equipment  
 • No EDN product  
 • Route permit process, curfews and inductions  
 • Loading process may need review.

**Countermeasures**

Action	Responsible
Standardised induction and training process	
Blanket permits for trucks, streamlining efficiencies	
Accurate, real time information transfer e.g. stick, site location, locat'n	
Transparent communication	
Optimised truck utilisation, increasing % loaded and reducing idle.	

**KPI / Follow up**

Measure	Current State	Future State
Percentage loaded kilometers		
Improved utilisation of trucks during legal delivery hours		
Loading times	100%	
Number of trucks required to execute the freight task		
Unloading times		

**Action Plan**

Category	Action Plan	Target	Resp.	Start Date	Due Date	Status
	Trial monthly and weekly woodflow under existing systems (establish a base line)					
	Model and determine benefits of central dispatch management system					
	Implement EDN					
	Establish industry action group to define how effective CD has been in NSW and the GT					



3

# Lean A3 Action Plan for:

# Electronic Docket Notes (EDN)



**Team**  
Chaz, Campbell

**Current State** What are the barriers in your business that are holding back profitable growth?

- FPC docket notes are paper based.
- High queries (error rate), low accuracy.
- Delayed input - by all parties (FPC / Contractor / Mill).
- No 'real' visibility of information; unable to support effective (woodflow) decision making.
- Duplication of data entry and validation across stakeholders.

**Future state** What is your strategic vision for your business? Describe your future business.

- Establish an mobile based Electronic Docket Note (EDN Solution)
- Support real time information / reporting.
- Include functionality and/or telematic information to reduce amount of fields that need to be captured by the driver i.e. GPS tracking, georefencing.
- Information accessible to multiple users across the supply chain, based on administrative right and securities.
- Deliveries (mass/scanned date) verifcated automatically i.e. weighbridge verification.
- Linkage to central dispatch.

**Obstacles** What are the barriers preventing you from achieving your future state?

- No existing EDN framework to build off - need to implement and upskill stakeholders from scratch.
- No data validation systems in place e.g. weighbridge. These need to be identified and developed before going to EDN.
- Challenges in identifying and initiating a solution that best suits the needs of the wider WA Forest Industry.

**Countermeasures**

Action	Responsible
Set project milestones & deadlines for implementation	Campbell Sanderson
Specify current base spec & future spec	
Link to real time wood flow dashboard showing metrics and data	
Trial and define Real time wood flow management	

**KPI / Follow up**

Measure	Current State	Future State
Accuracy (error rate) - number of queries per month		
Truck Turn Around Times reduce		
Lead time to process D-Note	2 Days	60 mins

**Action Plan**

Category	Action Plan	Target	Resp.	Start Date	Due Date	Status
	FPC to go to market to secure a Custom of the Shelf (COTS)			20/5/19	31/12/19	On-Track
	FPC, in collaboration with FIFWA to implement a project to ide			10/6/19	10/9/19	On-Track
	Once verification project concludes, FPC/FIFWA to work with			10/9/19	31/12/19	On-Track







**Team**  
Campbell Sanderson

**Current State** What are the barriers in your business that are holding back profitable growth?  
 • ~61 native customers and unloading procedures and equipment.  
 • ~ 189 trucks, many with limited or no telematics  
 • A large portion of the fleet is old, without the latest safety features  
 • High incident of truck roll overs in the forestry industry  
 • Vehicles vary significantly

**Future state** What is your strategic vision for your business? Describe your future business.  
 • Industry best practice re truck safety equipment and design.  
 • Driver training and support best in the industry  
 • Telematics are used as a tool to support the management of driver fatigue.  
 • Customers unloading equipment is fit for purpose, supporting efficient and safe unloading of all deliveries.

**Obstacles** What are the barriers preventing you from achieving your future state?  
 • High cost of equipment, with uncertainty on the investment horizon.  
 • Varying standards across growers, contractors and customers re equipment requirements and standards.  
 • Different specifications, results in an array of different unloading equipment requirements  
 • Many smaller customers are unable to spec up their log yard or purchase new unloading equipment, as their scale would not warrant the capex.

**Countermeasures**

Action	Responsible
Standardised vehicles, which meet best in class safety standards	
Merchandising yard established, reducing the need to deliver product to multiple customers (rationalisation)	
Telematics included on all trucks - providing contractors with tools to better manage fleet.	
Industry working towards best practice safety equipment e.g. EBS, on-board cameras, etc.	
Auto load tensioners to support load restraint and reduce driver exposure to injury	
All vehicles to meet a minimum specification by a certain date	

**KPI / Follow up**

Measure	Current State	Future State
Gather information on all vehicles used to cart forest products e.g. truck and trailer age, tare mass, safety equipment etc.		
Increase the number of vehicles using telematics		
Increase the number of trucks with cameras		
Increase the number of trucks with EBS		

**Action Plan**

Category	Action Plan	Target	Resp.	Start Date	Due Date	Status
	Record and analyse the composition of the existing fleet					
	Industry to meet to establish what the best practice safety req					
	Develop a training schedule to support driver training					
	Assess what unloading equipment is used by customers, inclu					



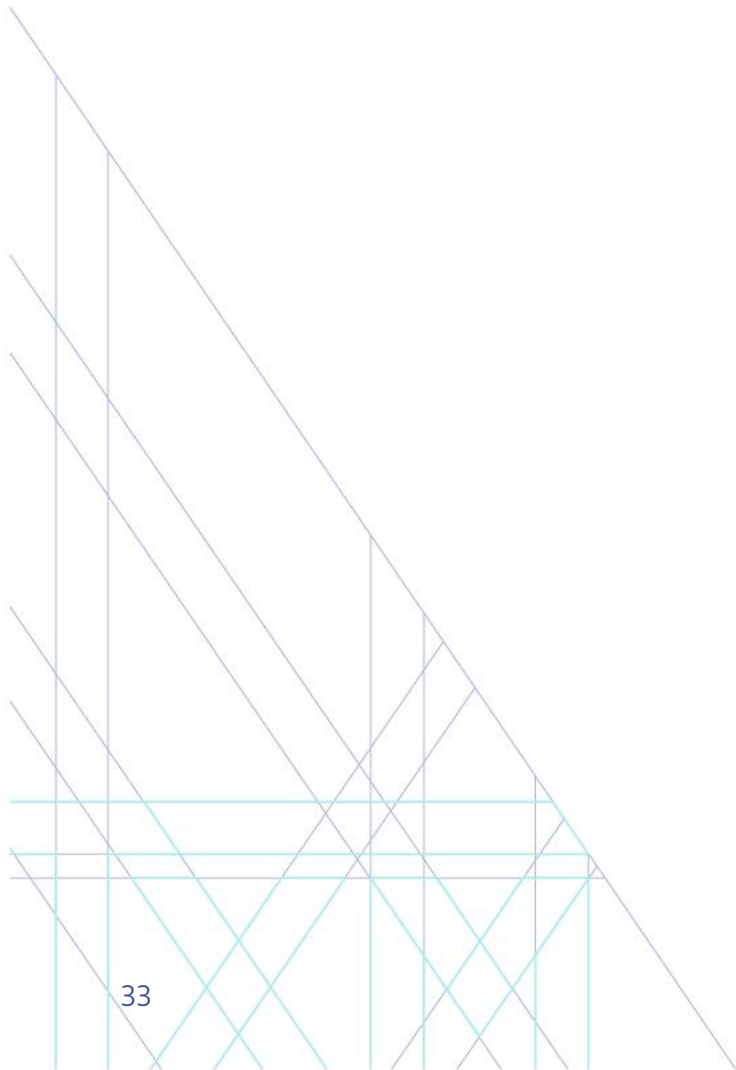






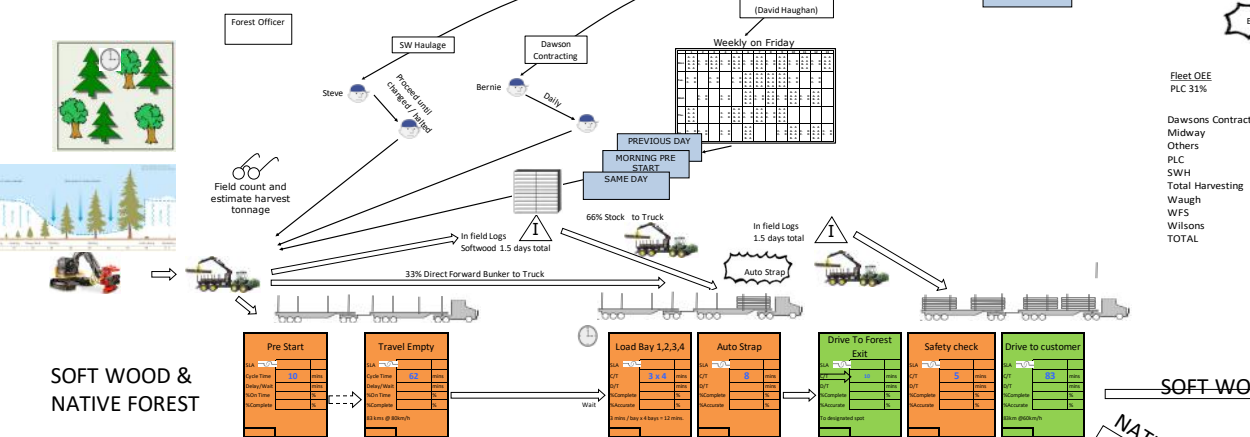


# VALUE STREAM MAP – CURRENT STATE



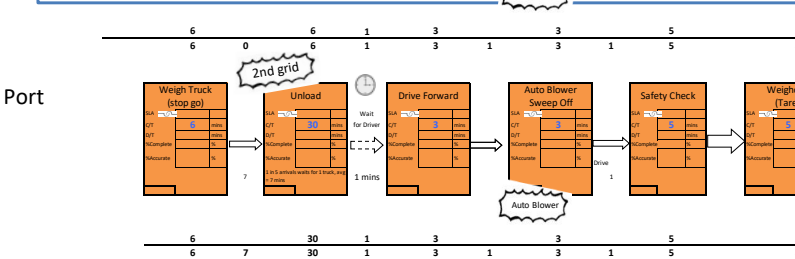
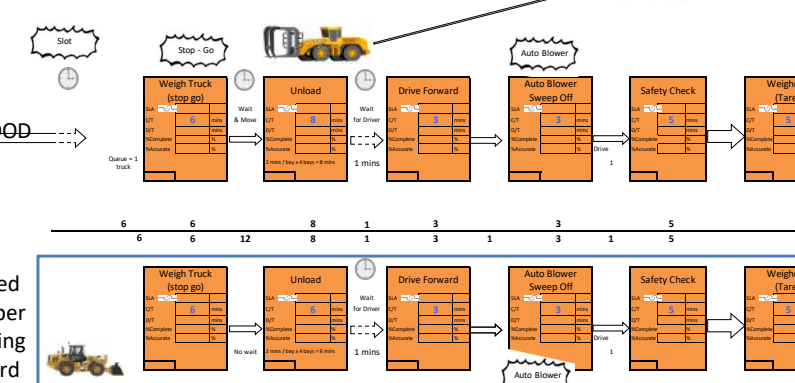
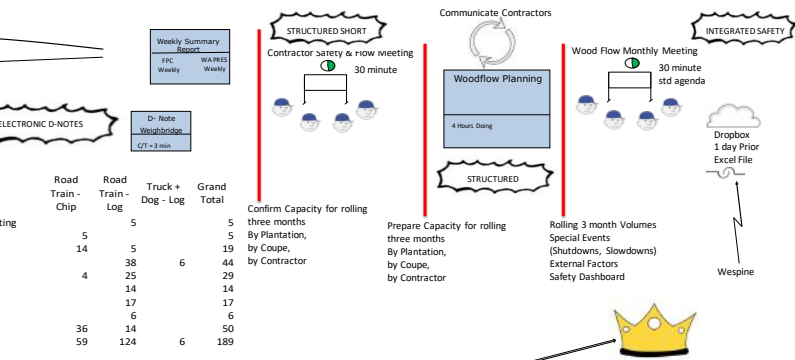
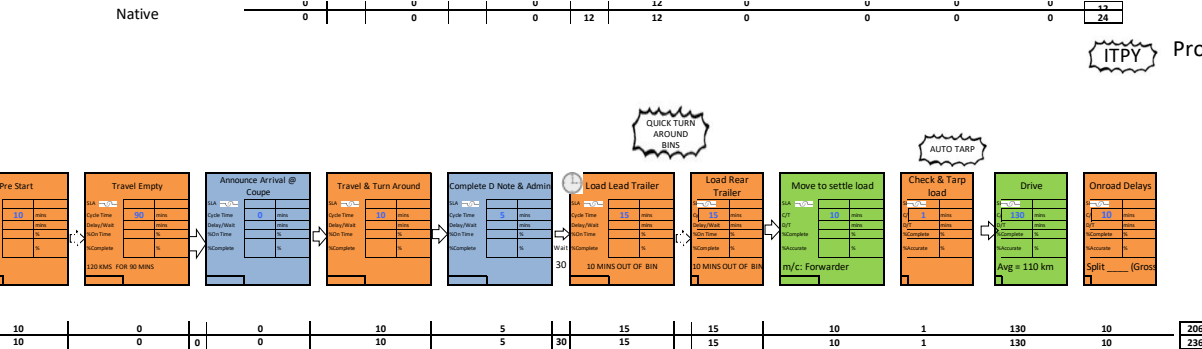
**Future State Map - Bunbury Forrest Products Haulage - Easter 2021**

Workshop Team  
Bernie Dawson, Chaz Newman, David Hughan, Jeff Loton, Geoff Brookes, Greg Smeathers, Morten Nilsson, Campbell Sanderson, Anthony Clyne (TMM)  
Created 9 April, 2018



**SOFT WOOD & NATIVE FOREST**

Activity	Softwood	Native
Pre Start	10	0
Travel Empty	62	0
Load Bay 1,2,3,4	12	14
Auto Strap	8	0
Drive To Forest Exit	10	0
Safety check	5	0
Drive to customer	83	0
<b>Total</b>	<b>180</b>	<b>14</b>



**Total Native**  
655k Tonnes p.a.  
Log 505k,  
Debarbed Residue Chip 150k,  
Biomass 0k

**Total Hardwood**  
2.1m Tonnes p.a.  
Log 1.1m,  
Chip 1m,  
Biomass 70k

**Total Softwood**  
1,092,000 Tonnes p.a. (same as 2019)  
Log 982k, Chip 110k, Biomass 60k  
Wespine, 100k + 420k, 520k  
Wesbeam, 170k  
Laminex (Chip 55k + Wespine 40k) Need to clarify  
WA PRES Preston 12k Chipping

**Softwood Sector**

Annual Volume: 1,000,000  
Business Days: 230  
Tpd: 4,348  
Tpw: 21,730

Year	42	43	44	45	46	47	48	49	50
1.2	87	85	83	81	79	78	76	74	73
1.3	80	78	77	75	73	72	70	69	67
1.4	74	73	71	70	68	67	65	64	63
1.5	70	68	65	63	61	60	58	57	55
1.6	65	64	62	60	58	57	55	54	53
1.7	61	60	58	57	55	54	53	52	51
1.8	58	57	55	54	53	52	51	50	49
1.9	55	54	53	52	51	50	49	48	47
2.0	52	51	50	49	48	47	46	45	44
2.1	50	49	48	47	46	45	44	43	42
2.2	48	47	46	45	44	43	42	41	40
2.3	46	45	44	43	42	41	40	39	38
2.4	44	43	42	41	40	39	38	37	36
2.5	42	41	40	39	38	37	36	35	34
2.6	40	39	38	37	36	35	34	33	32
2.7	39	38	37	36	35	34	33	32	31
2.8	37	36	35	34	33	32	31	30	29
2.9	36	35	34	33	32	31	30	29	28
3.0	35	34	33	32	31	30	29	28	27

**Native Forest Sector**

Annual Volume: 600,000  
Business Days: 230  
Tpd: 2,609  
Tpw: 13,043

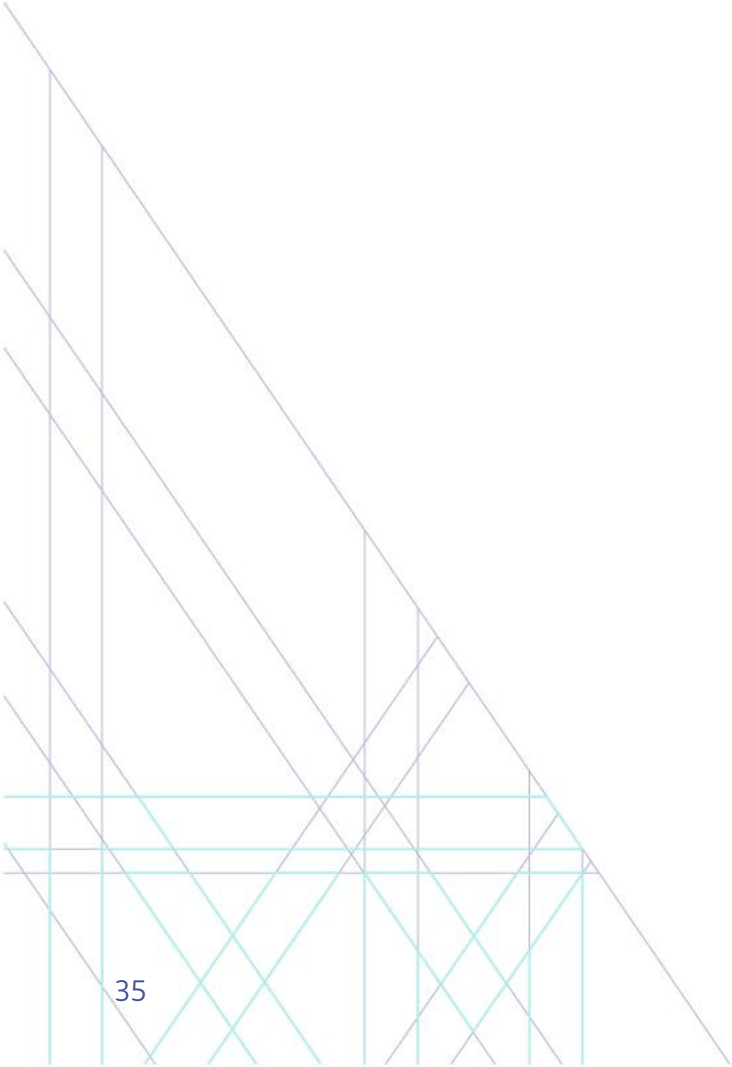
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1.4	45	44	43	42	41	40	39	38	37
1.5	42	41	40	39	38	37	36	35	34
1.6	39	38	37	36	35	34	33	32	31
1.7	37	36	35	34	33	32	31	30	29
1.8	35	34	33	32	31	30	29	28	27
1.9	33	32	31	30	29	28	27	26	25
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2.1	30	29	28	27	26	25	24	23	22
2.2	29	28	27	26	25	24	23	22	21
2.3	28	27	26	25	24	23	22	21	20
2.4	26	25	24	23	22	21	20	19	18
2.5	25	24	23	22	21	20	19	18	17
2.6	24	23	22	21	20	19	18	17	16
2.7	23	22	21	20	19	18	17	16	15
2.8	22	21	20	19	18	17	16	15	14
2.9	21	20	19	18	17	16	15	14	13
3.0	21	20	19	18	17	16	15	14	13

**In-Forest Chip (Hardwood) Sector**

Annual Volume: 1,000,000  
Business Days: 230  
Tpd: 4,348  
Tpw: 21,730

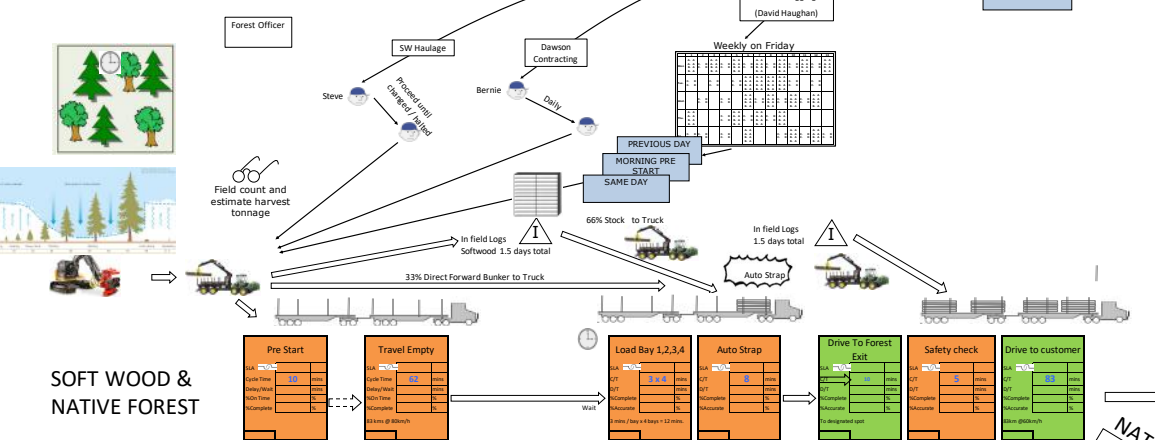
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1.3	70	69	67	65	63	62	60	59	57
1.4	65	64	63	61	59	58	56	55	54
1.5	63	62	60	58	57	56	54	53	52
1.6	57	56	55	54	53	52	51	50	49
1.7	54	53	52	51	50	49	48	47	46
1.8	51	50	49	48	47	46	45	44	43
1.9	48	47	46	45	44	43	42	41	40
2.0	46	45	44	43	42	41	40	39	38
2.1	44	43	42	41	40	39	38	37	36
2.2	42	41	40	39	38	37	36	35	34
2.3	40	39	38	37	36	35	34	33	32
2.4	38	37	36	35	34	33	32	31	30
2.5	37	36	35	34	33	32	31	30	29
2.6	35	34	33	32	31	30	29	28	27
2.7	34	33	32	31	30	29	28	27	26
2.8	33	32	31	30	29	28	27	26	25
2.9	32	31	30	29	28	27	26	25	24
3.0	31	30	29	28	27	26	25	24	23

# VALUE STREAM MAP – FUTURE STATE



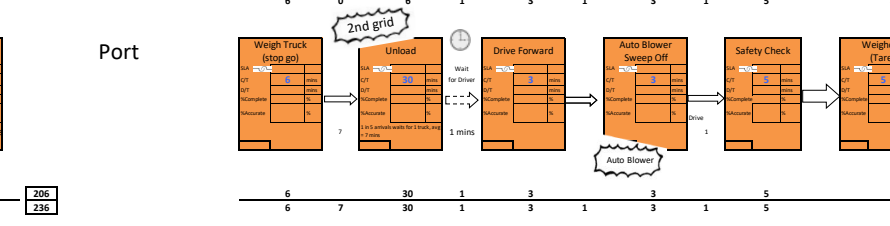
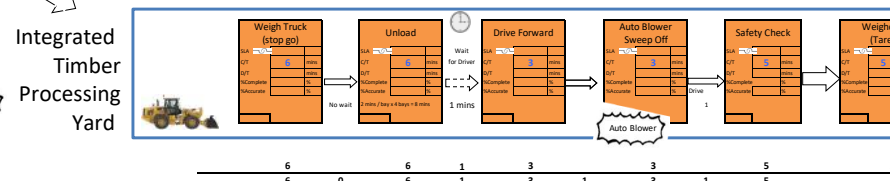
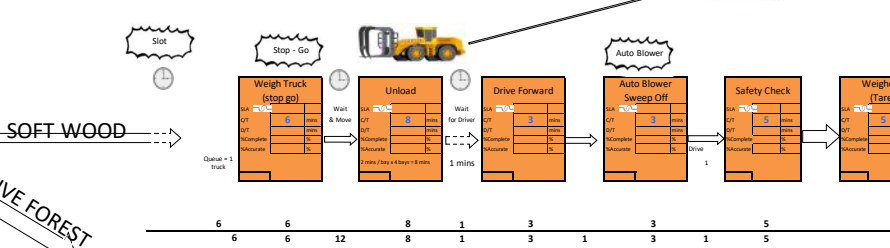
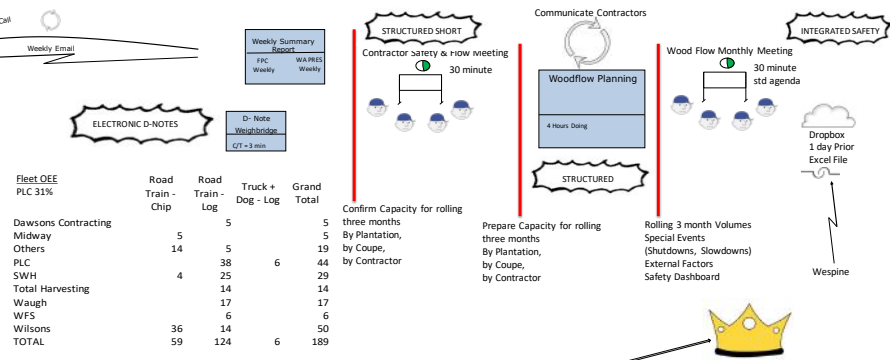
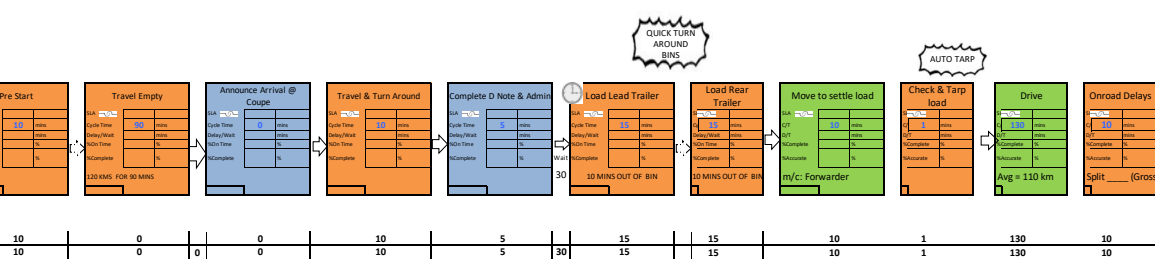
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Created 9 April, 2018



**SOFT WOOD & NATIVE FOREST**

Activity	Softwood	Native
Pre Start	10	0
Travel Empty	62	0
Load Bay 1,2,3,4	12	12
Auto Strap	8	0
Drive To Forest Exit	10	0
Safety check	5	0
Drive to customer	83	0
<b>Total</b>	<b>180</b>	<b>12</b>



**Total Native**  
655k Tonnes p.a.  
Log 505k,  
Debarbed Residue Chip 150k,  
Biomass 0k

**Total Hardwood**  
1,092,000 Tonnes p.a. (same as 2019)  
Log 982k, Chip 110k, Biomass 60k  
Wespine, 100k + 420k, Albany 120,000 tpa  
Wesbeam, 170k, Simcoa 50k, Laminex 300T, WA Pres 1000T, Simcoa 1000T

**Softwood Sector**

Annual Volume: 1,000,000  
Business Days: 230  
Typical: 4,348  
Low: 21,230

Year	42	43	44	45	46	47	48	49	50
1.2	87	85	83	81	79	78	76	74	73
1.3	80	78	77	75	73	72	70	69	67
1.4	74	73	71	70	68	67	65	64	63
1.5	70	68	65	63	61	60	58	57	55
1.6	65	64	62	60	58	57	55	54	53
1.7	61	60	58	57	55	54	53	52	51
1.8	58	57	55	54	53	52	51	50	49
1.9	55	54	53	52	51	50	49	48	47
2.0	52	51	50	49	48	47	46	45	44
2.1	50	49	48	47	46	45	44	43	42
2.2	48	47	46	45	44	43	42	41	40
2.3	46	45	44	43	42	41	40	39	38
2.4	44	43	42	41	40	39	38	37	36
2.5	42	41	40	39	38	37	36	35	34
2.6	40	39	38	37	36	35	34	33	32
2.7	39	38	37	36	35	34	33	32	31
2.8	37	36	35	34	33	32	31	30	29
2.9	36	35	34	33	32	31	30	29	28
3.0	35	34	33	32	31	30	29	28	27

**Native Forest Sector**

Annual Volume: 600,000  
Business Days: 230  
Typical: 2,600  
Low: 13,043

Year	42	43	44	45	46	47	48	49	50
1.2	52	51	50	49	48	47	46	45	44
1.3	48	47	46	45	44	43	42	41	40
1.4	45	44	43	42	41	40	39	38	37
1.5	42	41	40	39	38	37	36	35	34
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2.7	23	22	21	20	19	18	17	16	15
2.8	22	21	20	19	18	17	16	15	14
2.9	21	20	19	18	17	16	15	14	13
3.0	21	20	19	18	17	16	15	14	13

**In-Forest Chip (Hardwood) Sector**

Annual Volume: 1,000,000  
Business Days: 230  
Typical: 4,348  
Low: 21,230

Year	48	49	50	51	52	53	54	55	56
1.2	76	74	72	70	69	67	65	64	63
1.3	70	69	67	65	63	61	60	58	57
1.4	65	64	62	60	58	57	55	54	53
1.5	61	60	58	57	55	54	53	52	51
1.6	57	56	55	54	53	52	51	50	49
1.7	54	53	52	51	50	49	48	47	46
1.8	51	50	49	48	47	46	45	44	43
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