

Going Green: One Document at a Time

In Pursuit of a Paperless Manufacturing Organization



Overview

- The Paperless Mission
- The Myths
- The How and the What
- The Benefits
- 3 Tips for Going Paperless in Your Business



The Paperless Mission

- **A bit about OCM Manufacturing:**
Electronics manufacturing services for small- and mid-size companies
- A global business model:
 - Customers throughout North America & Europe
 - Suppliers throughout North America and Asia
- Operations in China
- ISO 9001:2000 registered





The Paperless Mission

- The trigger: ISO certification (~ year 2000)
 - A document orgy gone awry
 - One small error killed how many trees?
- Step 1: A paperless ISO process
- Step 2: Extend the mission to all corners of the organization
- ***Today: 90% paperless***





The Myths

OCM faced – and debunked – these common myths:

1. “You ***can’t*** make an HR/Finance/Manufacturing/
Purchasing/[fill in the blank] organization paperless!”
2. It’s ***impossible*** to change people’s
paper-oriented work habits.
3. A paperless organization is ***less secure***/
more liable.
4. It’s ***expensive***: you need more, more skilled resources to
manage a paperless system.



The How and the What

- **Department by department:**

1. ISO process
2. Finance
3. Human Resources
4. All major operations & supply chain

We don't print documents
We don't use paper files/folders
We don't print cheques

- **Invoices** are sent in PDF format

- **Paper invoices** are scanned and filed electronically

- **Faxes** are sent, received & filed in PDF format

- **Purchase orders** are sent and received in PDF format

- **Employee files** are kept in PDF format

- **Payments** are made and received via electronic funds transfer





The How and the What, *continued*

- **System backup** – as you would in any business
 - Offsite backups are done daily & monthly
 - Server space is cheap
- **Required resources** – used existing/internal
 - One quality assurance staff member created the original access-based ISO database
 - IT manager helped out
- **Project duration** – an ongoing process
 - ISO project required **3 months**
 - We reached 90% paperless in about 5 years
 - Currently 90% paperless

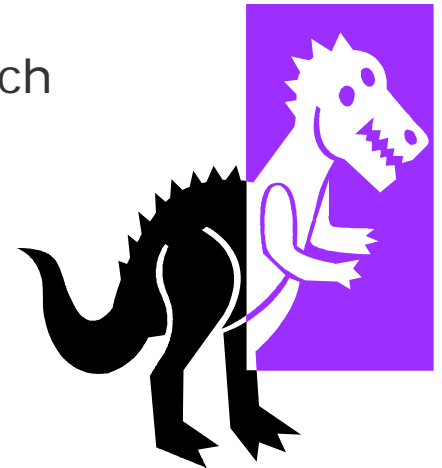




The How and the What, *continued*

So, Jullian ... where's the other 10%?

- We can't force every supplier or customer to switch to electronic processes
 - About 10% of payments are still made by cheque
- One manufacturing process is still paper-based
 - Will be converted when a resource is available



The Benefits

■ Bottom-line benefits

- We've eliminated 3-4 administrative positions ... just by eliminating paper!
- Twice the size, twice as many transactions, half the admin staff

■ Business benefits

- Efficiency and communication
- Every document is always available to anyone with authorized access – whether or not someone is away from the office





Three Tips for Going Paperless

1. Start with the “impossible”

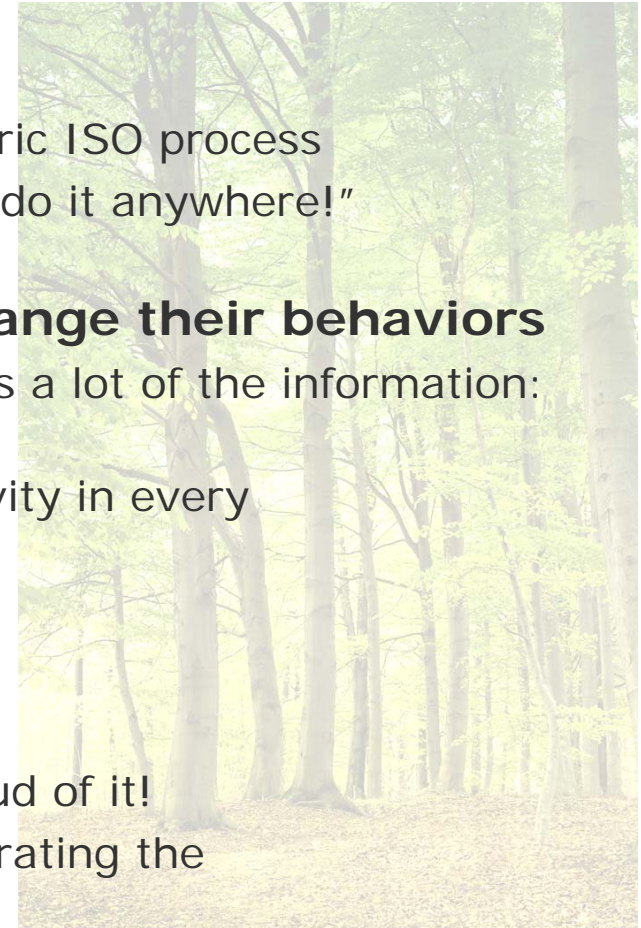
- We started with a notoriously paper-centric ISO process
- “If we can go paperless with ISO we can do it anywhere!”

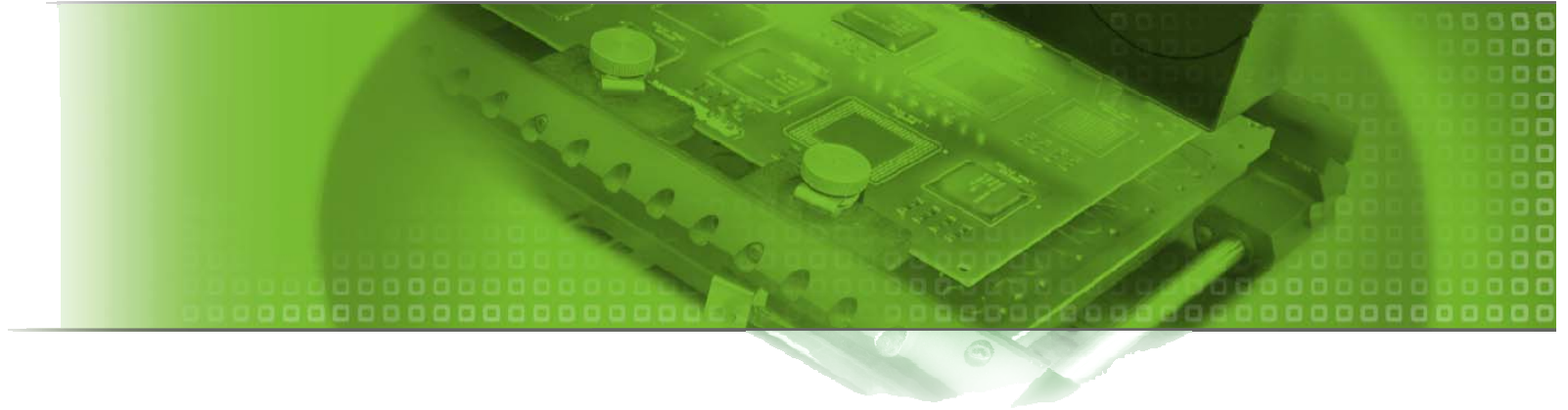
2. Give employees the right tools to change their behaviors

- Dual monitors for employees who process a lot of the information: finance, HR, purchasing, etc.
- Projection screens and Internet connectivity in every meeting room
- Appropriate access to files and folders

3. Prepare to repeat yourself

- I’m “the guy who loves trees” ... and proud of it!
- I periodically walk around the office reiterating the mission and the mantra: “no paper!”





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