

# WHAT MAKES A BEST FACTORY?

AN IN-DEPTH LOOK AT 2013'S FACTORY OF THE YEAR

## Sony UK Technology Centre, Pencoed Facility

- Winner: Best Factory of the Year 2013
- Winner: Best Electronics & Electrical Plant
- Winner: Innovation Award
- Highly Commended: Energy & Environment Award



Number of employees at the Sony UK Technology Centre, Pencoed: 350

## Customers

A good measure of the plant's success is reflected by its ever expanding list of customers and markets, including:



## Production of system cameras

Production of system cameras for outside broadcast and studio use remains core business at Pencoed



103 employees, more than 13,000 units per year, 60 product types

As a result the site has recently secured **more business**

Pencoed has also now diversified into **contract manufacturing markets** e.g. **renewable energy**

18 operators = 300 camcorders per month, 5 different models

86% of completed projects are **exported**

## Raspberry Pi

Sony UK Tec won the contract to make the Raspberry Pi from a Chinese rival

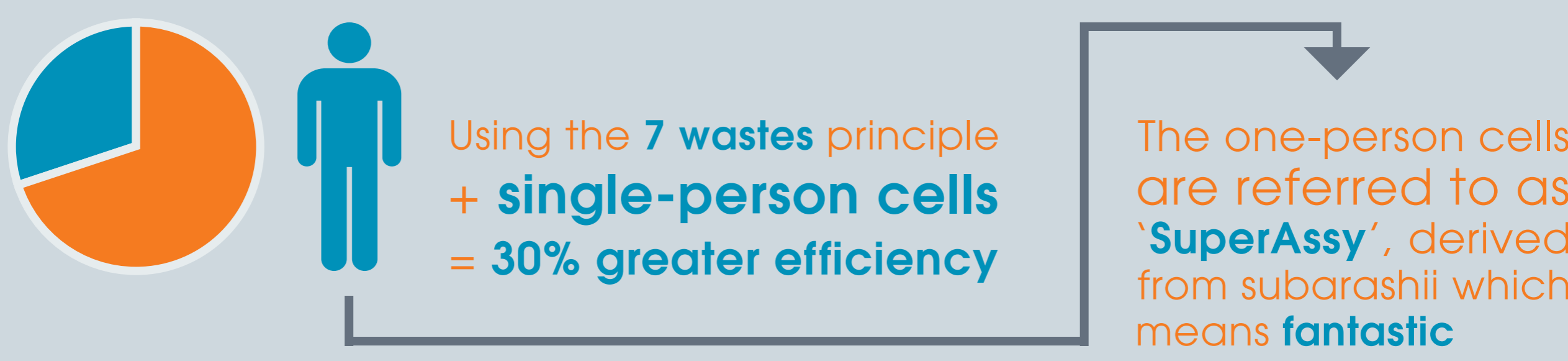
Since Q3 2012, Sony UK Tec has shipped no fewer than **1 million** units



Peak rates + 22 operators = 48,000 units a week

## Evolution of production strategy

In assembly, C-shape lean cells have been replaced by true single-person cells

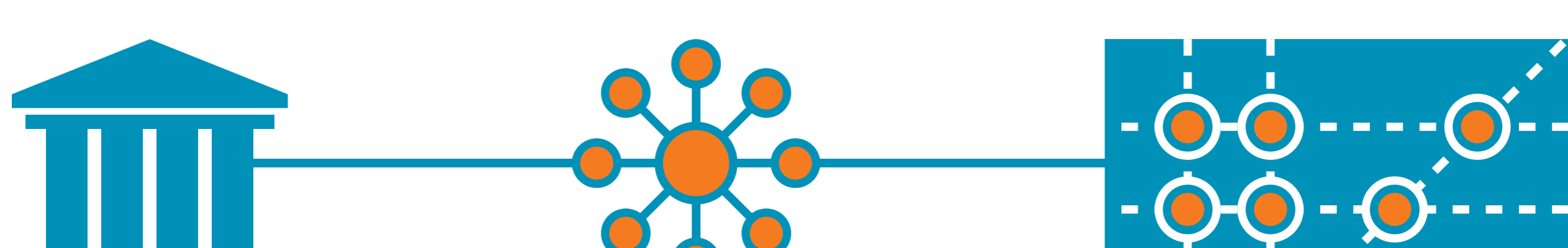


Test cells at Sony UKTec have also undergone improvement. New 'SuperCells' mean a single operator oversees four automated test stations, rather than several operators manually testing



## Staff engagement and training

Staff engagement includes personal development records, a new plant bonus scheme and innovation events



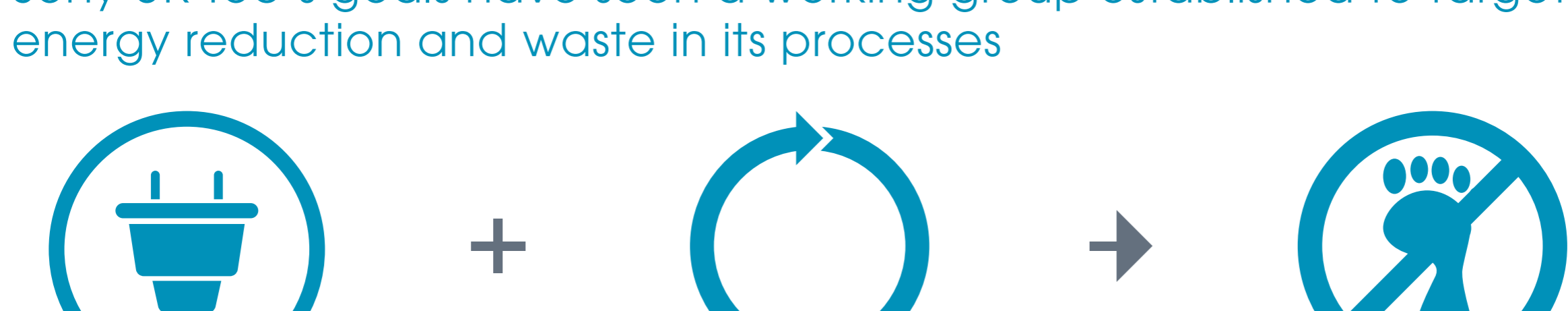
The company's Learning Academy features a dedicated central hub and a roadmap showing clearly defined development actions and objectives

During a 12 month period teams received the following training:



## Green goals

Sony UK Tec's goals have seen a working group established to target energy reduction and waste in its processes



This has led to a **5% reduction** in energy use over 12 months, as well as improvements in waste recycling, as the company aims for a zero carbon footprint