



Andrew Volz

Perdue Farms Internship

Perdue Farms

- Founded in 1920 by Arthur Perdue and his wife Pearl Perdue in Salisbury Maryland
- Private company and is the parent company to Perdue Foods and Perdue AgriBusiness
- Products include poultry, turkey, pork, and grain
- Does business throughout the United States
- Has annual sales in excess of \$6 billion

Georgetown Plant

- Established in 1970
- Has approximately 1,350 employees
- Capable of processing 850,000 head per week
- Dark meat deboning and ground chicken are the newest departments



Continuous Improvement

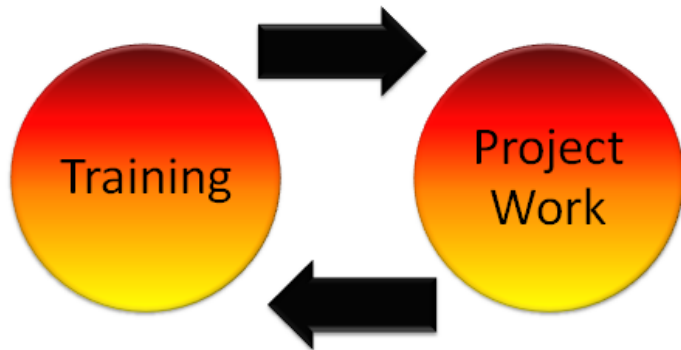
A discipline focused on an ongoing effort to improve products, services, or processes.

- The main project that the Georgetown CI department is focusing on is Turnover
- We are specifically looking at employees from the 0-90 day period. (New Hires)
- To address this issue we collected data on factors that were suspected to contribute to turnover
 - Factors included HR processes, new hire orientation, new hire training and onboarding, and how common issues of new hires are addressed

Continuous Improvement

Structure of Kaizen

- Combines training with project work
- Facilitator helps guide through the process
- Use Techniques, Get Data: Prove & Disprove



- Define
- Measure
- Analyze
- Improve
- Control

DMAIC vs “Firefighting”

I will put a team together, understand the process, collect data on the issues, analyze the data, and then implement a solution with the team!



Continuous Improvement

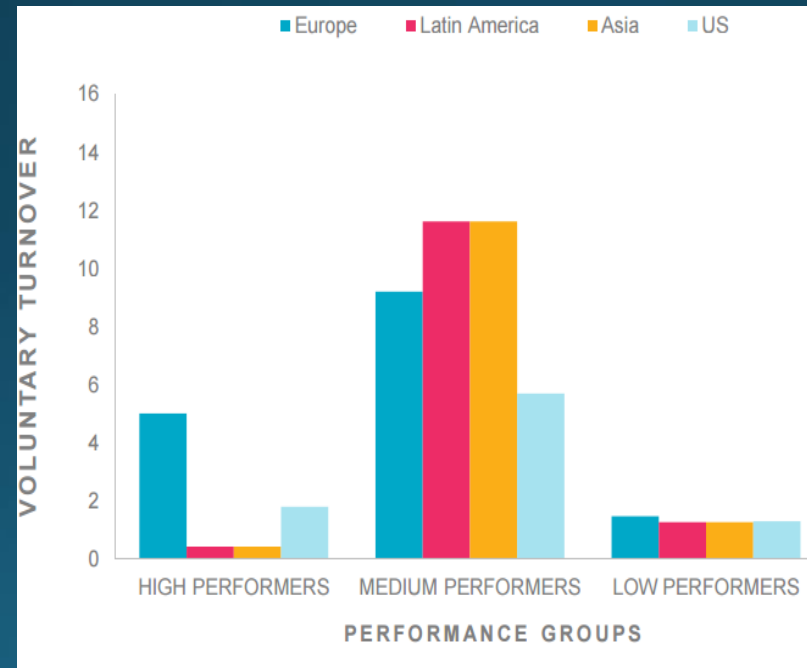
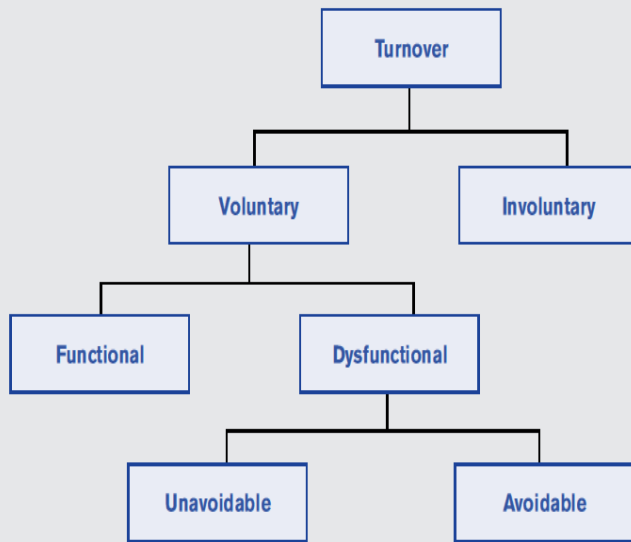
Let's go change something And see if we can fix a problem!



Day to Day

Responsibilities Outside The Plant

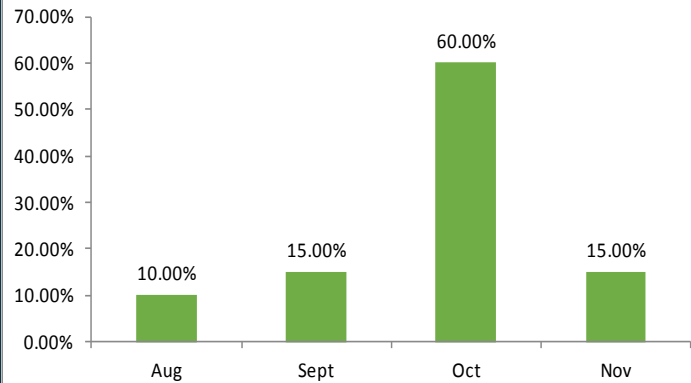
- Researched employee retention and worker turnover
- Researched effective training and learning methods



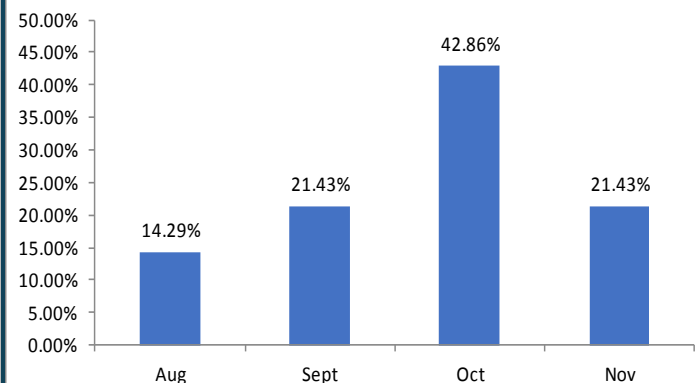
Responsibilities Within The Plant

- Record and analyze surveys given to new hires on factors that were suspected to cause turnover
- Follow-up with new hires within the plant
- Record and analyze data from shadowing HR processes
- Record and analyze terminations
- Verify if retention procedures were being done properly
- Record and analyze employees opinions on turnover

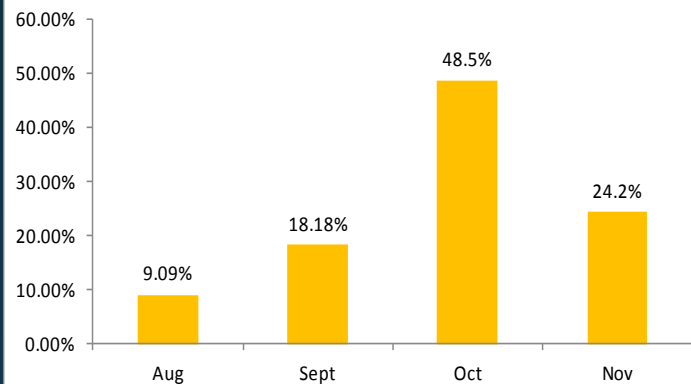
15 min or less



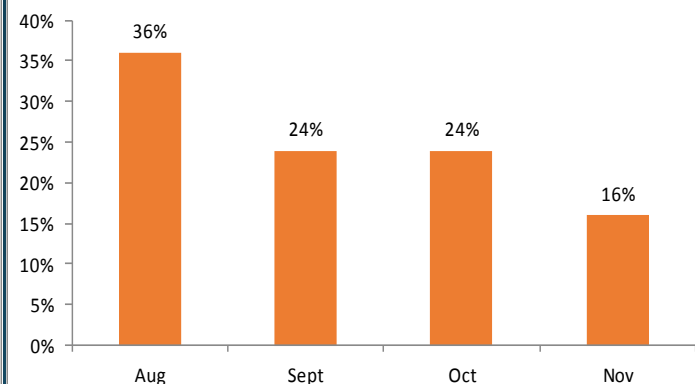
15-30 min



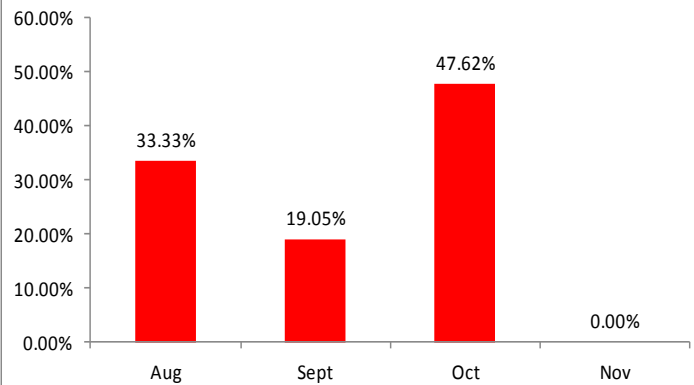
30 min - 1 hr



1-2 hrs

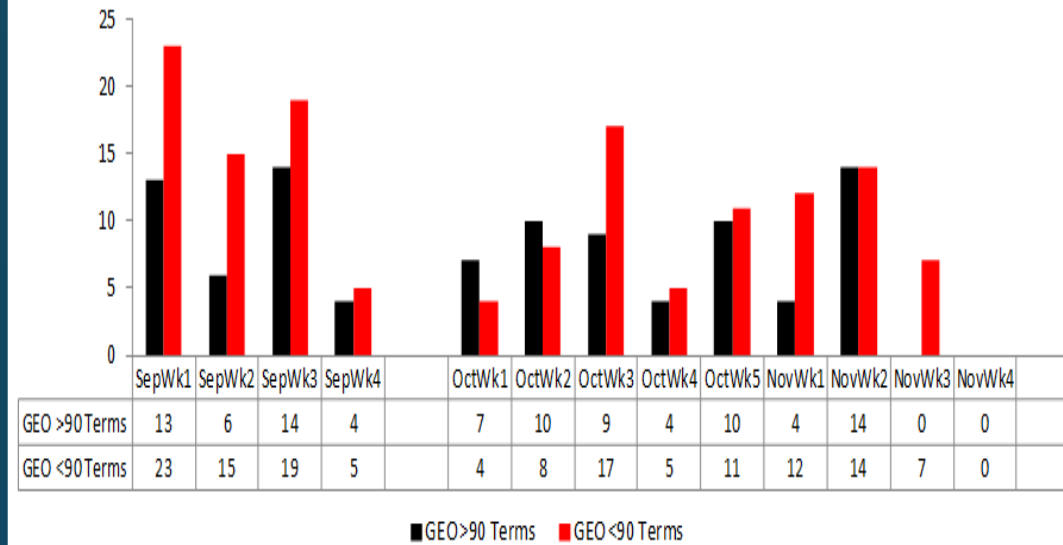


More than 2 hrs



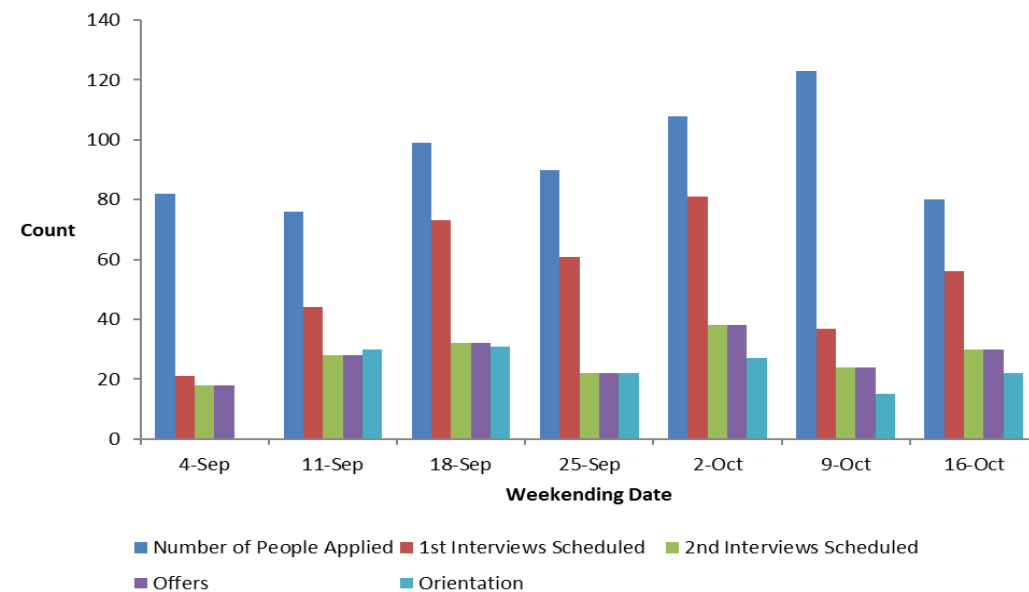
GEORGETOWN TERM COUNT: WEEKLY

<90 and >90



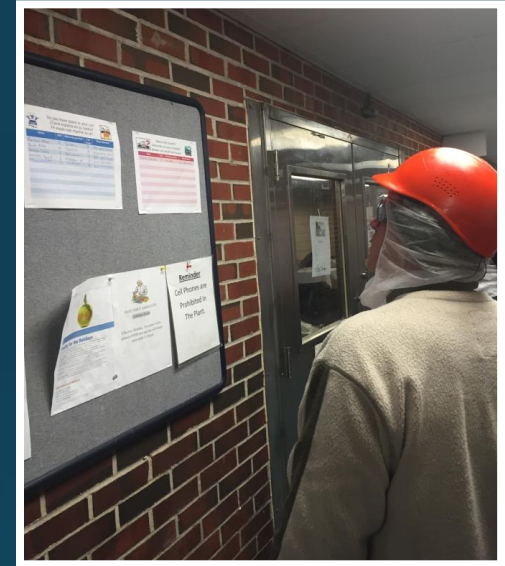
■ GEO >90 Terms ■ GEO <90 Terms

Applicant Pool Data



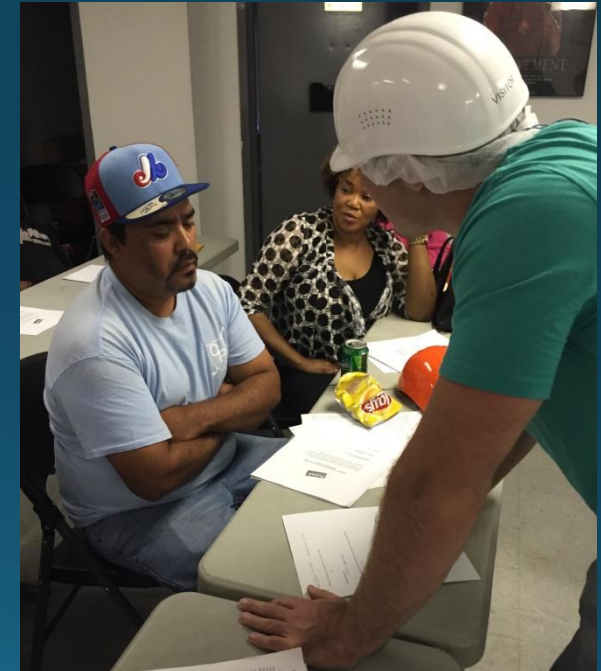
Processes Being Implemented

- Kaizen Event
- Re-instated the Job Preview Program
- Orientation revamp
 - New Hire Social
 - Orientation schedule change
- New Hire Surveys & Follow Up



Challenges

- Becoming familiar with the plant
- Locating and getting all the data needed
- Employee no shows
- Occasionally information received would be incorrect
- Language barrier with employees (Spanish and French)



Classroom Experience

- Allowed me to analyze and establish conclusions about data and issues within the plant
- Was familiar with the software used in analyzing data
- Helped in the design and analysis of surveys
- Overall classroom experience helped with the analysis part of this internship, but the social aspect of the classroom was a big part as well

What I learned

- The process of a poultry plant
- Sometimes conclusions about data aren't as black and white as it can be in a classroom or textbook
- Not all data can be easily measured and represented numerically
- Turnover is hard to model and predict because peoples wants/needs are everchanging and unpredictable

