

IMPROVEMENT ON ALL LEVELS



From the last training, April 2019. Page 5

Prevention is the best Doctor!

We want to assure you that our support and commitment is firm. Yet, there is nothing that can be achieved working on our own, as cooperation will always bring more enduring results. The medical team shares a special...

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Dr. Ilta Sinojmeri

The Dialogue Process at EFA/ProDyn

Dialogue Process or as we know it the Performance Appraisals Process, is one of the most important for our company which implemented...

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Vjola, human resources manager

Human Resources, your support!

What do you see as the role of Human Resources (HR)? What does it represent for employees?

HR sees the employee as a source rather than a cost. Employees consider the department as the place where their voices are heard.

What do you like most about your job?

Continuous contact with employees about different issues, and the focus on help and advice.

What drives the HR department?

Continuity within the company, ie: if one of the links breaks, the entire chain breaks: Planning - Recruitment - Selection - Orientation - Training - Performance - Motivation - Evaluation - Benefit.

How is the motivation and commitment of employees encouraged?

Motivated employees results from balancing their needs with those of the company.

Commitment is a powerful foundation for both, personal and company success.

You have been part of EFA from the start...

Every new company has its teething problems but this is the beauty of it.

A new baby is both a joy and a responsibility, whereas today "Baby Prodyn" is fully developed. This has been a challenge, but I have gained much professionally. It has made me stronger and able to face the future.

Is it easy to manage different situations?

It is not easy to work with more than 1000 employees, but with patience, calmness, dedication and cooperation, even difficult things are accomplished.

Who is Vjola in a few words?

I see myself as calm and encouraging. In my personal life, my entire focus is on my family, as a wife and mother. Professionally I have discovered that I have more potential than I thought. This is thanks to the opportunities and trainings I have been offered at EFA / Prodyn.

A message for the employees of EFA / Prodyn

Appreciate the opportunity given to you to work, learn, and contribute to the work environment. It is your right to put forward any concerns you may have.

Always be clear & sincere. Just focus on what you are responsible for.

Prepared by: **Dajana Muho**

THE DIALOGUE PROCESS AT EFA/PRODYN

"If you can't measure it, you can't manage it"

Peter Drucker

The "Dialogue Process" or, as we know it, the "Performance Appraisals Process", is one of the most important processes of our company. When implemented according to the rules and efficiently, it leads to:

- High moral of the employees,
- Increase of productivity,
- Positive working culture, and
- Improve of performance & effectivity in general.

EFA/ProDYN has started implementing this process with its top managers this year. The process is put together as a series of activities for a set period of time (season in our case or one year), meaning that it is not a moment in time.

The process sequence at EFA/ProDYN is as below:



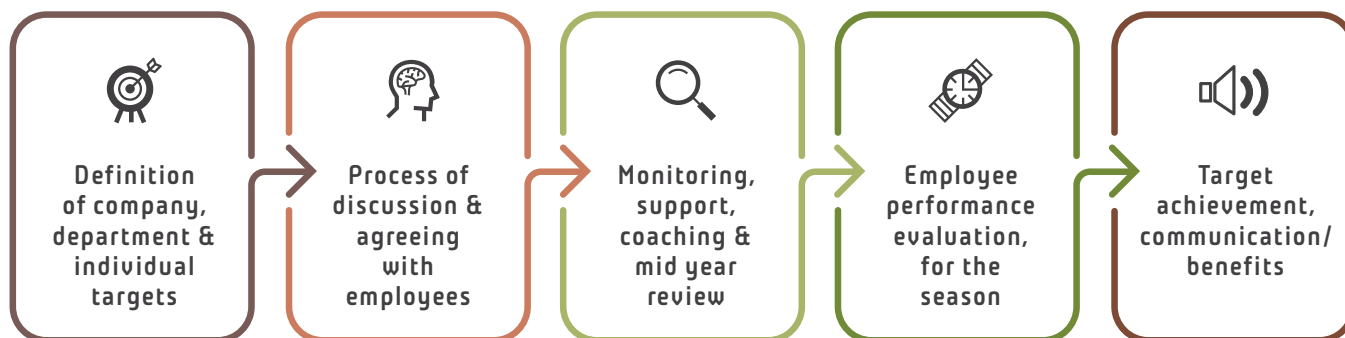
During the most recent training

S E A S O N

1st month

Mid season

Last month



Personal Development Objectives, Business (Quantitative) Objectives and Competencies or Qualitative Objectives.

The Dialogue Process and the SOP are bases for everyone at EFA/ProDYN to know what, how and how many should be done in order for us to progress as individuals, teams, departments and company.

We can "adjust" our speed to beat our personal best and "overtake".

Prepared by: **Përparim Tushaj**

Improvement on all levels



We keep focusing on continuous improvement. Improvements are not only in production but at all levels. Therefore we organized a 2-day workshop for staff-members and leaders in the beginning of April.

The objective of this workshop was to explore potentials for improvement in leadership and cooperation within.

Good leadership and cooperation take care that we have no misunderstandings and we can take actions on time when something might go wrong. That will make our company better, more client oriented and we have less discussions internally. You probably know the situation that one person is saying one thing, and another gives the opposite opinion and decision. That leads to useless and unproductive discussions. And not only that. It leads also to irritation, even more toxic behavior in the work place.

So, we went with 20 people just outside of Tirana to experience how leading and flawless cooperation really looks like.

The team was working with horses. Why? Because we have a lot to learn from horses behavior. And when we put the participants in front of a horse, they need to get the best out of them to lead the horse in the right direction. We had also group exercises emphasizing flawless teamwork and cooperation.

In the second day we made all exercises more concrete and translated them to action plan for the team.

Good leadership and cooperation take care that we have no misunderstandings and we can take actions on time when something might go wrong.

We together decided to work and focus on 5 important topics:

1. Don't make too much assumptions or interpretations. When something is not completely clear, ask for clarification.
2. Be pro-active in thinking and doing.
3. Prepare everything well before you start doing.
4. Listen well to everyone and take your time for that.
5. Accept that people have different opinions and let them explain those opinions.

These 5 points are bases to make another great step in improvement.

Prepared by: Toine Kets & Rozalinda Kallushi



Moving forward without forgetting the journey!

Stitching team

Besjana Hida: It is obvious that there have been differences from where and how we worked before, to how we are now. For example, the worker - management relationship has changed; it has become closer, more consolidated and cooperative. Also, the employee - employee relationship has changed. Today we are closer to each other, we help each other more and we are more organized. Thirdly, the hygiene; the working environment is kept very clean. This is what I like very much about Prodyn.

Suzana Zerja: There are a lot of changes in Prodyn from the years and places we worked before. I think that the way of organizing has changed, how the work is done,



tasks assignment and everything. Communication has also improved, this is what I see in the rapport created between colleagues and executives. This makes us feel more satisfied and productive at work.

Fatjona Doci: In Prodyn I feel better each day.

I can say that the conditions are very good, comfortable and just as we employees need them to be. The environment is clean, ordered, well organized; communication and support given to the worker is good. Also, the transport to/from work that the company provides helps us a lot. I feel very good here.

Cutting team

Alba Shyti: Comparing Prodyn to other factories I've worked for before is very different. For example, working conditions are very good, starting from the environment, protective tools & measures used for noise, ventilation, lighting. Working tools are more contemporary which gives us the opportunity to do a better job here. I also think that today we have a better process & procedure system, and better internal regulations, which have made Prodyn a more organized and responsible company toward its employees.

Drita Buca: Prodyn is getting better & growing day by day. There is no comparison between



Drita Buca

the working conditions here and the other premises I worked at before. Here, I have found order, organization,

collaboration and more quality. I like it more every day. There is no other factory anywhere with these qualities.



Suzana Zerja

Controlling team

Marjana Karafili: Changes to the work environment here in Prodyn has had a positive effect on our employees. I can mention here: implementation of

health and safety standards at work, care for one another, co-operation, teamwork, employee and team leader training as an important part of the development, support and appreciation of workers making us more comfortable and productive at work.



Mounting team

Elsuida Milloshi:

I feel great in ProDyn. The workplace here improves day by day.

The working conditions are very good. The importance of hygiene is stressed, cooperation and the relationship between workers and the managers /supervisors is very good.

Lindita Kadrija:

In my previous experiences from other factories, no one cared so much about the people.

In Prodyn we are improving day by day. In addition to safety at work and cleanliness, creating the necessary conditions for workers such as the construction of shelter for workers, the provision of drinkable water and the medical center is very important for us in the work environment.

Prepared by: **Adriana Hasa & Denajda Hoxha**



With the emotions of the exams

We all remember the time we were devoted to achieving high scores during the exam periods at high school or university. PRODYN has restored these beautiful emotions by assessing the level of employees through a theoretical and practical test.

The purpose of this assessment is to recognize each other and develop further.

Here are two of our dedicated stitchers:

Ediana Ramaj

a) Ediana, what do you think about the process of having a theoretical and practical test?

- Personally I think this is a great initiative from this organization. The test helps to understand the true level of a stitcher.

b) How did you feel during the test?

-- I felt like I was in High School. I was actually

relaxed and had no emotion or fear. This helped me reach the level I deserve

c) Are you satisfied with the result?

- Yes, I'm happy because the results show my tireless work and the fact that I adore my profession.

d) Have you discussed your results with colleagues and do you think you can still improve?

- Yes, I have discussed them with some of my colleagues and I think we have a lot of room to improve because the best is yet to come.

**Ilda Llipo**

a) Ilda, what do you think about the process of having a theoretical and practical test?

- I think the tests are very useful because everyone is getting to know their level.

b) How did you feel during the test?

- I was scared at first, because I did not know what would it look like for me, but everything went well.

c) Are you satisfied with the result?

- To be honest I was striving for a higher level, but it's okay, because the assessment made me realize there's room for improvement.

d) Have you discussed your results with colleagues and do you think you can still improve?

- Yes, I have discussed them with my friends and of course I think I can do better. I haven't yet achieved my real potential.

Prepared by: Reixhi Memo

Many thanks go to our stitchers who were part of this project!



Ilda during work



"Work makes me feel myself!"

Ilir Llani

"Work has highlighted my values, helped me in every aspect, both economically and morally.

When I work, time flies because I am doing something useful contributing to my future.

Also, I am creating new opportunities for myself and the family. It makes me feel proud."

We are often faced with young people who do not work, even though there are jobs available, but we needed to find the PEOPLE for it. Many young people think that factory work is just a manual job, but they are wrong. We work and grow professionally, by being committed every day.

I am a college graduate. The fact that I did not find work in my profession, does not mean that I should not try some other work or profession. I like to work in environments where there are many people, I like our company; there are different people and challenges that make us move forward. "Work has

highlighted my values, helped me in every aspect, both economically and morally. When I work, time flies because I am doing something useful contributing to my future. Also, I am creating new opportunities for myself and the family. It makes me feel proud."

The greatest motivator for working in this company is the relationship with colleagues, executives and supervisors, who are adept at communication and motivation, and who have strong human values.

Work makes me feel myself!

Formula 1

PERFECTION OF TEAM WORK



IT takes 500 sincronised, hard working people and 2 talents racing to be the winner. What do we learn from F1?

Pay a visit to the headquarters of Red Bull Racing in Milton Keynes and you'll see a monument to their achievements as soon as you walk through the door – a glass tower of trophies reaching up to the ceiling – but it's easy to overlook why this exists.

According to the team, "Science has proven that 0.7 per cent of F1 is glamorous: the rest is long hours and really, really hard work."

If you walk into McLaren, the attention to detail hits you straight away, but the other thing is the working environment they've created....

Every successful brand needs a strong narrative, a story which it conveys that inspires people to support it or buy into its goals.

The very best organisations build this into their communication processes and reinforce the value contributed by every member of staff.

Building a sustainable organization depends as much on people (how they're chosen, motivated and led) as the technology used in delivering their performance.

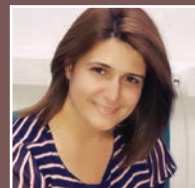
It goes without saying that winners never quit. Every successful F1 team and driver has shown a relentless determination to win and a belief that hard work is the foundation of any worthwhile achievement.

But if there's one thing F1 can show business, it's this; winning requires every person in a team to give their best and to focus their efforts on achieving the same goal. Think of that when you next watch F1....

"YOU CAN HAVE ALL THE TALENT IN THE WORLD, BUT YOU'RE NOT GOING TO GET ANYWHERE WITHOUT THE RIGHT ATTITUDE... FIGHT FOR EVERYTHING"

Prepared by: Përparim Tushaj

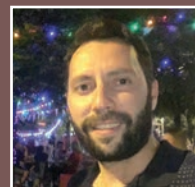
FOKUS STAFF



Rozalinda KALLUSHI
Administrative Coordinator, Fokus team leader



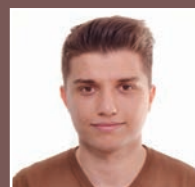
Denajda Hoxha
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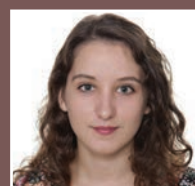
Reixhi MEMO
Production Operations Manager



Alfina QOSE
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Përparim TUSHAJ
Consultant



Dajana MUHO
Operational Department



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SCAN THE QR CODE

Prevention is the best Doctor!

It is a privilege and responsibility to work for and be part of a company where life, health, and safety at work are our first priority.



Dr. Ilta Sinojmeri

**This letter is addressed to all of you,
dear fellow workers!**

We want to assure you that our support and commitment is firm. Yet, there is nothing that can be achieved working on our own, as cooperation will always bring more enduring results. The medical team shares a special motivation and satisfaction when we see how our health suggestions have been taken into consideration because we all know that:

**Use of protective masks
protects respiratory
system from:**

Dust, fine particles;
Gases released from
chemical substances
we use.

**The use of ear plugs
protects the auditory
nerve from:**

Excessive noise.
They also serve as a gate
to prevent foreign bodies
from entering the ear.

**Wearing a helmet
at the warehouse
protects from:**

Injuries, fractures
and head trauma;
falls.

**The rigorous observation
of machine instructions
prevents:**

Incidents which
might have fatal
consequences.

**Maintaining hygiene
and cleanliness:**

Everything starts from you.
Good personal hygiene
makes it easier to achieve
high levels of cleanliness
overall.

**Respecting
common places:**

We take care of the work
place we share because
we spend time, work, and
eat here. We will also do so
tomorrow .

The Medical Center would like to emphasize that we should observe the health and safety rules at work and make sure that they are followed every day.

**We wish you the best of Health!
We are here WITH you and FOR you!**

From: "Prodyn" Health Service