Revolutionizing our Work Force
Manufacturing History

• Founded in 1623 in Istanbul, Turkey
• 396 years of family owned business
• Avedis II, 12th generation owner & operator, moved the business to Quincy, MA in 1929
• Zildjian survives the Great Depression and World War II, rebounding with the Jazz era
• Zildjian grows with the explosion of Rock Music in the 1960’s and moves to a more modern facility in Norwell, MA in 1973
• In the 1990’s extensive product innovation combined with the modern factory blends craftsmanship with automation.
• Acquired the global leader in drumstick manufacturing, Vic Firth, in 2010
Zildjian Work Force Time Line

• Z Work Force in: 1929
  • Immigrant heavy work force
  • Several craftsmen followed the foundry from Turkey
  • Avedis spoke 5 languages

• Z Work Force: 1945-1970’s
  • Family Style- multi generations among labor force
  • Management by Walking Around
  • Open Door Policy

• Z Work Force 1975
  • Human Resource department established
  • Rely on word of mouth, internal referrals & family connections for factory labor force
  • Apprentice programs

• Z Work Force Today
  • Family is still involved hiring process
  • Focus on internal training & career paths in the factory
  • Artists collaboration on new products
Sustaining Continuous Improvement

1995
• Zildjian obtains ISO 9001 Quality Certification, for manufacturing facilities that pass rigorous quality standards

2002-2003
• Supervisor work training & Value Stream mapping exercise with Greater Boston Manufacturing Partnership, Supported by State Grant

2018- Work Force Development Fund
• $70,000 grant towards a training program of Lean courses, such as Introduction to Lean and Lean for the office, Value Stream Mapping, 5S Workplace Organization and Six Sigma Yellow and Green Belt classes.

The Future...
• Continue Six Sigma and 5S training for the office and factories
Developing a Revolutionary Strategy

Challenges:
• Location
• Small company with limited resources
• Aging factory work force

Creating Factories of the Future:
• Clear strategy & communication
• Focus on training & developing from within the work force
• Key Hires that will create & encourage lean initiatives