

INTERVIEW

Lysiane POITIER is IPAQ Izon's Plant Manager. She tells us about her job...

- **How long have you worked for IPAQ ?**

My husband took part in the setting up of the new facilities in Izon in 1991. That is how I got to know about the company. I sent an unsolicited application and I started to work as a recycling waste handler in May 1992.

- **How did your position evolve in the company?**

I took an interest in watching how the plant was working. I challenged my versatility by holding every position : quality control, driving the loader. In those days, there was no sorting machine, we removed contaminants manually, even corks. Also, my responsibilities evolved along with new machines. We bought the first eddy current machine (*to remove non-ferric components*) in 1992. It separated glass from aluminium, tin and lead components like bottles' "jupes" and curbs. In 1997 I was offered the position of Team Manager when the new plant in Lavilledieu was set up. I stayed there for four years and a half, then I came back to Izon to hold the position of Plant Manager.

- **What are you in charge of today?**

Well, to sum up things I would say that if anything goes wrong, I am the person in charge ! I have to look after quality, from the moment when the incoming product arrives to the finished product. I have to take care of safety matters and be a good listener to the staff. I also have to make sure that the machines and engines are fit and in working order. And I answer for customer satisfaction.

- **What do you enjoy most about your job?**

Challenges. Customer satisfaction. And emergency situations which call for reactivity. In case of a problem, you have to make a decision quickly.

- **What do you personally do to improve quality... ?**

First of all, quality is team work. I personally contribute to quality but I also depend on my co-workers: I couldn't make it without them. I check the process every hour and I make sure that every procedure in the ISO 9001 standard is followed.

- **... and to protect the environment ?**

As far as quality and the environment are concerned, we act the same. You have to make sure that the process conforms to standards. To go along with continuous improvement, I suggested that we should make some landscaping to coordinate the plant with its environment. Which has been done.

- **What has been your greatest satisfaction so far ?**

To work with a team which has always been of great support and which I fully trust. I delegate responsibilities to the Team Managers : I encouraged them to get more self-starting capacity to move forward. A Team Manager has to be able to make the right decisions without feeling the need to ask me what they should do every time. When you are a Team Manager, you have to take your responsibilities and manage your fellow workers bearing in mind there are some borders you should not cross. Because every person has one's own nature and you have to deal with it. It is often said that it is hard to manage female workers, but I don't agree with that. My other great satisfaction is based on the fact that we are great female achievers.

- **Could you sum up what it takes in terms of qualities to be a good Plant Manager ?**

Courage, perseverance and availability.

- **What does the name "IPAQ" suggest to you ?**

Recycling, hard work, reward.