

# INTERVIEW

*Valérie ROY is a Team Manager at IPAQ Izon. She tells us about her experience.*

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

For 10 years now. I was working for a temporary staff agency when I was asked for a trial at IPAQ. I remember they told us to bring comfortable shoes ! We were 3 women to apply for the job. I am the only one who could cope with it. It was physically hard, and on the first days, when you work on the conveyor belt, your head is spinning. I started with a four-month job as a sorting agent. Then, I got my first part-time contract for six months in January 1998.

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

I had an interest in the other jobs like head of the lab or operator. It enabled me to follow every step of the process from A to Z and from incomings to the finished product. My employment contract was renewed in 2000 and I have worked full time since. In the meantime, I passed my licence to drive the linear loader. I have been able to feed the sorting line with raw material and to load trucks with cullet thanks to this new skill. When I started driving the loader, I had many concerns because I was responsible for both the machine and my co-workers' safety. And from up there, you can't see well, you have to manage the weight of the loader and the power of the engine under the accelerator pedal !

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

I have been a Team Manager since 2004. My responsibility is to make sure that quality, the rate output and safety are respected. As far as quality is concerned, if there is a problem, I have to find where it comes from. It can come from a defective machine, or because there is a hole in a sieve, or because the quality of the incoming product is bad... When that happens, we slow down the rate output, we wait for the storm to "move away" and I make an investigation. Every one gets involved : it is team work. It is also a daily concern, mostly about personal protective equipment. I have to make sure that my co-workers do wear them (ear plugs, safety boots, gloves, glasses and helmet).

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

Team work, the fact that we are working altogether towards the same purpose: product quality. As the leader of a team, I don't have a method. I like my job and I do my best to communicate my enthusiasm to my team. I just hope that everyone else will follow me. And of course, my manager is a great help...

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

The satisfaction is not mine only. Self-accomplishment is also what every member of the staff feels. It happens when we reach our targets, when the figures published are good. It means that we have done a good job. We only have one client, so we have to be all the more careful to his needs. We can't make a mistake.

- **What do you personally do to protect the environment?**

Getting involved into the Environment Management System of the plant really got me into the swinging of things. I was far from thinking that it was so demanding. And it surprises me to see all the things that can be recycled, for example all the ferrous metals, like caps, scraps that are sorted from the container glass. There still are new things to do actually. They are sent to a waste landfill for now but I think there is something to do about plastic bottles.

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

You have to be responsible, careful, able to stand back a bit from things and act calmly.

- **Could you tell us in a few words what the name “IPAQ” suggests to you ?**

“Top-notch”! But also the pride to be a woman working in the industry.