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JOSÉ GARCIA: PRODUCTION GENERAL SUPERVISOR

How a people-first approach is strengthening operations and developing the next generation of leaders.



POWERED BY PEOPLE

“There is no automation system in the world that can match the capability, sense of belonging, and heart our team brings to every single task.”

— José Garcia

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José Garcia – Production General Supervisor Nuevo Laredo, MX.

When José Garcia joined ViskoTeepak in 2016, he brought with him more than 16 years of experience from the automotive industry.

His background was rooted in automation, maintenance engineering, and equipment reliability—an environment where problem-solving and technical precision are part of everyday life. Having already heard about ViskoTeepak's strong reputation in the region, he saw an opportunity to apply his experience in a completely new industry.

“From my very first day, I realized I could add a lot of value to such a specialized process. It was definitely the best choice.”

José initially joined as a Maintenance Supervisor, but his journey quickly evolved. Just one year later, he was given responsibility for both Production and Maintenance, a challenge that would shape much of the next decade of his career.



THE BEST PART OF WORK IS THE PEOPLE YOU MEET. WE GET THE JOB DONE AND HAVE A LITTLE FUN ALONG THE WAY.

Building a Stronger Plant

Today, as Production General Supervisor, José's days are anything but predictable. Each morning starts with reviewing how previous shifts performed and analyzing equipment efficiency and production results across the plant's extrusion, printing, and corrugation lines. But for José, production management is not about sitting behind a desk. “My day is all about being out on the floor. I love walking the lines, talking face-to-face with the team, and making sure everyone has what they need to work safely and smoothly.” Looking back, José is proud of how both the operation and the people have developed over the years. When he took responsibility for both Production and Maintenance, the challenge was significant. Since then, the team has successfully addressed long-standing quality issues, strengthened productivity, and built a more agile and efficient operation. “The plant has evolved immensely. Today it is much more dynamic thanks to the continuous growth and knowledge of our personnel.”

Safety First, Always

For José, priorities are clear. “Making sure my people go back home safe and sound will always be number one.” Alongside safety, quality and food safety remain essential, supported by strict industry standards and certifications. Operationally, success comes from managing materials efficiently, preventing downtime through proactive maintenance, and maintaining strong discipline while creating a positive atmosphere on the production floor. Yet when discussing what truly drives performance, José doesn't immediately talk about machines or systems. He talks about people.

Trust Creates Results

Throughout the interview, one theme appears again and again: trust. José believes that the best results come when employees are empowered to make decisions, take ownership, and solve problems independently. “I don’t believe in traditional top-down management. I prefer that everyone knows their goals clearly so they feel empowered to make decisions during their shift.” One of his proudest achievements is seeing how supervisors and team members have grown over the years. “It fills me with pride to see how the supervisors under my leadership have evolved. Today, they are independent professionals with very solid judgment, who bring solutions to the table rather than just problems.” For José, leadership is not about having all the answers. It is about creating an environment where people can develop the confidence and skills to find the answers themselves.

The Most Important Lesson

Despite his extensive technical background, José says the most valuable lesson he has learned at ViskoTeepak has little to do with machinery. “ViskoTeepak has taught me how to truly connect with people.” While automation remains an important tool, he believes there is no technology that can replace human capability, commitment, and the sense of belonging that employees bring to their work every day. “I realized that there is no automation system in the world that can match human capability, the sense of belonging, and the heart that our team puts into every single task.” This belief influences how he approaches continuous improvement. New solutions, technical discussions, and shared learning opportunities are all ways to help employees grow while strengthening the operation as a whole. “Every time we find a new solution to a complex issue, I present it so the whole team learns and we all grow together.”

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Seeing our people grow and become the strong leaders this plant needs for the future is what keeps me moving forward.

José García

A Culture of Camaraderie

When asked to describe the culture on the production floor, José immediately highlights teamwork. “It’s a culture filled with camaraderie, resilience, and pride.” Employees support each other during challenging shifts, celebrate successes together, and share a commitment to delivering the highest quality products possible. Combined with a healthy sense of humor and mutual respect, these qualities create an environment where people genuinely enjoy working together.

Looking Ahead

Even after nearly ten years with the company, José remains as motivated as ever. The arrival of new machinery, continued expansion projects, and future improvements all bring exciting opportunities, but for him, the greatest motivation is still the development of people. “Seeing our people grow and become the strong leaders this plant needs for the future is what keeps me moving forward.” His goal is clear: to leave behind a more efficient operation, supported by a strong, empowered team that is ready for whatever comes next. Because in José’s view, the future of the plant is not defined by machines alone—it is defined by the people who make it run every day.

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Tailored Casings

