**Project Name:** Service and Repair TAT Reduction  
**Start Date:** 5/21/2007  
**Project Leader:** Chad Tremaroli  
**Project Type:** RIE

### DEFINE / BACKGROUND INFORMATION

**Problem:** Lack of standard work allows for discrepancies in repair time causing a rush at the end of the month to meet the 3.8 day turn around time (TAT).

**Goal:** Create a system that prevents discrepancies in repair time. TAT-Maximum 3 days for controllable.

**Scope:** Controllable only. Process from bench clear – outbox.

### MEASURE / UNDERSTAND

**Controllable turn around time:**
- 1.9 - 3.3 days

**Daily repaired items / NFF (No Fault Found) by Technician**

**Repair time (Historical Data)**

**Takt time based on receipts**
- (23 repair / day = 20 minutes)

**Non value activity by observing processes:**
1. Tooling is unorganized
2. Test fixtures not available at workstations
3. Hard to identify replacement part numbers
4. A lot of time is spent searching
5. Technicians doing non-technical work (...ie, Siebel)
6. No designated area to place items
7. Standard protocol not being followed
8. Ergonomics not very good

### ANALYSE / THINK

**Ideal State**
Repair time is constant and beats customers expectations

**Future State**
1. Create flow line broken up by timing and expertise.
2. Make the line very flexible
3. Maximize technicians repair time. No paperwork, never touch an NFF.

**Go from**

### IMPROVE / IMPLEMENT

1. Implement Single Piece Flow for Mechanical
2. Change layout/create a route to support the flow
3. Separate Locations for Evaluation and Test
4. Assign Technician responsibilities
5. Create evaluation procedure / checklist
6. Timetable for all steps
7. Test workstation
8. Extended troubleshooting work station
9. Evaluate inventory parts
10. IPKS (In Process Kanbans)
11. Divide tooling

### CONTROL / SUSTAIN

1. Visuals signals built in the line will highlight daily problems
2. TAT will be trended and monitored via our visual systems in the department

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**Value Map**

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**Validation by process owner**  
**Validation by Project leader**  
**SIGNED**