

<b>Project Name</b>	<b>Service and Repair TAT Reduction</b>	<b>Start Date</b>	<b>5/21/2007</b>
<b>Project Leader</b>	<b>Chad Tremaroli</b>	<b>Project Type</b>	<b>RIE</b>

**DEFINE / BACKGROUND INFORMATION**

- Problem Statement
- Project Charter

**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.

**ANALYSE / THINK**

- Future State map
- Analysis of Key X's
- Hypothesis testing

**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.
4. Minimize product travel distance.

Go from  to 

**MEASURE / UNDERSTAND**

- Value Map
- Takt Time
- Spaghetti Chart
- Initial condition
- Baseline Capability
- Sequence of events
- Inventory study
- Space Study
- Picture before
- Data collection plan

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

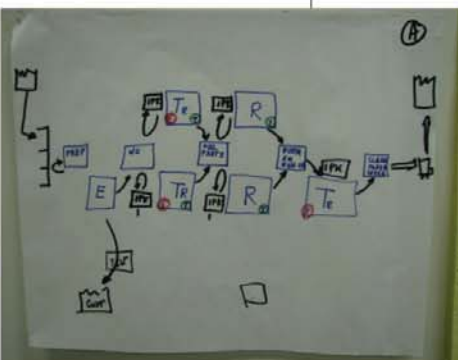
**Daily repaired items / NFF (No Fault Found) by Technician**

**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

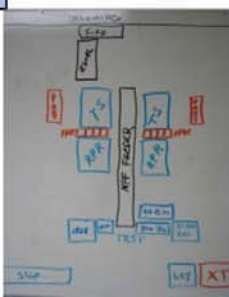



**Value Map**

**IMPROVE / IMPLEMENT**

- Implementation plan
- Gant chart
- DOE
- Y Improve, validation

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**

- Final Capability
- Control Plan
- Mistake proofing

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

Validation by process owner	Validation by Project leader	5/24/2007
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