

Case Study: Heavy Equipment Manufacturer Decatur, Illinois

Opportunity

- Our client was experiencing challenges in their manufacturing processes which resulted in additional costs. In an effort to overcome these challenges, The Productivity Team was asked by corporate quality management to implement quality mapping at their facility. Corporate quality staff also require that a system be put in place to allow for permanent corrective actions to be implemented.

Scope

- Review of current quality reporting process.
- Analysis of quarterly quality issues, prioritizing existing quality issues.
- Set up and implement structure for Quality Loop feedback reporting.
- Implement interim corrective actions were possible
- Create a “voice of the customer” room and reporting method.
- Train corporate quality personnel in Quality Mapping.

Successes

- Identified the fact that only 18.5% of quality issues were being recorded in the AQE (“All Quality Events”) system.
- Initiated Quality Mapping and “Voice of the Customer” processes.
- Implemented permanent corrective actions which resulted in annual savings of \$3.4 million.
- 31% capacity recovered.

