

11/17/89

THE THINGS WE DO

\* BACKGROUND WORK IN AREA

- > Verify that we have usable gauges
- > Map-out work areas and work flow looking at potential gauges and numbers of people involved
- > Discuss mode of operation and order of implementation (approximate timing) with area management
- > Gather cost (scrap/reject) info. by machine group

\* TEACH SPC

- > Operators, supervisors, machine setters and technical support people
- > Classroom and OJT

\* FACILITATE SELECTION OF CHARACTERISTICS TO MONITOR

- > Select based upon importance and do-ability
- > Involve machine setters, operators, supervisors and engineers

\* IMPLEMENT SPC

- > Introduce charts at digestible rate
- > Resource to operators and area mgmt. (Specific answers to "What should we do?")
- > Audit performance and provide feedback
- > Definition of control and "natural" screen limits

\* IMPROVE AREA QUALITY IMPROVEMENT SYSTEMS

- > Involve area mgmt. in development of quality-cost monitoring system
- > Facilitate focus on "vital few"
- > Machine studies to support identification of what to chart and what sample size/chart freq. makes the most sense
- > Reconcile Process Records and Model Drawings with the way we do things....Screen Limits = M/D = P/R
- > Quality Engineering improvement projects
- > Audit and provide feedback to appropriate people of observed growth relative to SPC Functioning Model
- > Publicize successes (funneled through Dick Jackson)

\* AUDIT PERFORMANCE AND PROVIDE REMEDIAL IMPETUS FOR SPC GROWTH IN PRODUCTION AREAS OF PREVIOUS FOCUS

--> New people or changed conditions (housekeeping)  
--> Entropy / fire going out / slipped priority