

CELL: Assembly

WIDELY/DEEPLY:

Customer Complaint Kaizen

KK |

QM

OT DM

F/IMS/05

P14

TPM CIRCLE NAME: LOSS NO. / STEP DEPT: **RESULT AREA** Р 0 DEF :- A **CELL NAME: CBS-1. MACHINE / STAGE: Switch pressing**

ACTIVITY

PM SHE

> C S

М

OPERATION: Bracket +Switch pressing

0 Nos.

O No.

20.06.16

20.06.16

KAIZEN THEME: To Prevent the probability of customer Complaint.

TPM CIRCLE NO: 1

PRESENT STATUS: Actuator retracting as operator releasing hand from the switch button.



COUNTERMEASURE: Provided a sensor & Switch pressing Actuator logic modified by

IDEA: Change the switch pressing Actuator logic

one time press operation.

BENCHMARK

TARGET

KAIZEN START KAIZEN FINISH

TEAM MEMBERS:

Pawan Ganesh

BENEFITS:

IN RS

CBS-2

1

1. Customer complaint prevention

KAIZEN SUSTENANCE

WHAT TO DO: -Verify & Record working

HOW TO DO: - Poka yoke check sheet

2. Operator moral improvement

BEFORE WHY - WHY ANALYSIS :-

Why1: -Probability of Customer complaint

Why2:- Switch insertion incomplete Why3:- Auto holding system not there

ROOT CAUSE:- No poka yoke

MANAGER'S SIGN:

RESULT:- Result in Defect free Quality product



Chance of CC

AFTER

COST INCURRED FOR MAKING KAIZEN MATERIAL COST LABOUR COST **TOTAL COST**

FREQUENCY: -Daily Shift start

25.06.16

IN RS

SCOPE & PLAN FOR HORIZONTAL DEPLOYMENT

Dinesh

IN RS

Closed

REGISTRATION NO. & DATE: 1172 & 20.06.2016 REGISTERED BY: Dinesha.M

By luck no CC **Before**

After

prevented

CELL TARGET RESP. **STATUS** NO