

Kaizen on Prevention of Customer Complaint



TPM CIRCLE NO: 01
TPM CIRCLE NAME: QM
DEPT: QA

ACTIVITY
LOSS NO. / STEP
RESULT AREA

KK	QM	PM	JH	SHE	OT	DM	E&T
P	Q	DEF :- A	C	D	S	M	

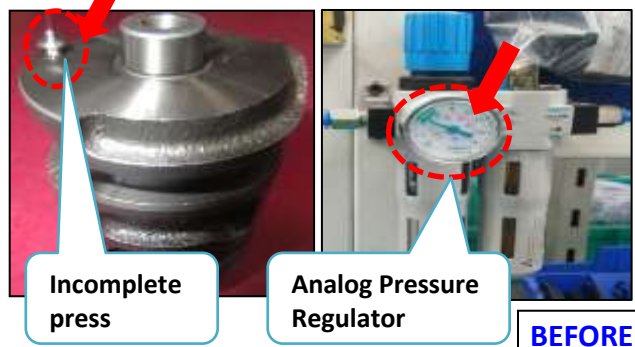
KAIZEN IDEA SHEET

CELL: A479 | **CELL NAME:** Cam Shift Assembly | **MACHINE / STAGE:-** Pin point Press | **OPERATION:** Auto Pin point Pressing (Press fit)

KAIZEN THEME: To Prevent Customer Complaint of Pin Point Height 2.5±0.1mm Oversize (Incomplete Press) .

WIDELY/DEEPLY: Widely

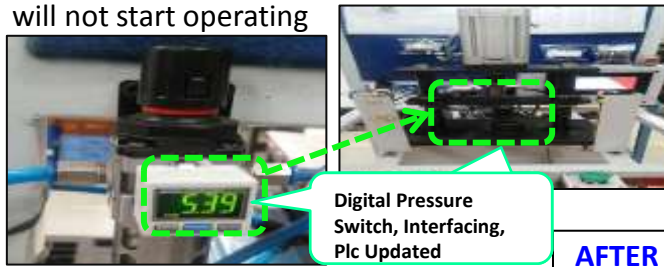
PRESENT STATUS:- No Control In machine, to arrest Less Air Pressure, Air Fluctuation 4~6 Bar Getting Incomplete Pin Point Press fit.



BEFORE

IDEA:- Poka yoke to Control and Arrest Incomplete pressing, less air pressure.

COUNTERMEASURE:- Digital Pressure Switch installed, and Interfaced with Pin point pressing machine, Load cell fine adjustment done, For operator Alert Buzzer provided, And Main screen Fault alarm message will Shown, any NG Machine will not start operating



AFTER

BENCHMARK	01No.
TARGET	00
KAIZEN START	03.06.2017
KAIZEN FINISH	03.06.2017

TEAM MEMBERS:

Dashrath
 Ganesan,
 Pavan

BENEFITS:

- To prevent Customer Complaint
- Strengthening /Ease Process
- Man Judgement dependency

KAIZEN SUSTENANCE

WHY - WHY ANALYSIS :-

- Why1:-** Probability of Customer Complaint
- Why1:-** Probability of Neutral light Function (non-glow) Issue
- Why2:-** Incomplete Pin point (Neutral)press
- Why3:-** Air pressure was less machine is running
- Why4:-** No Error proof arrest System in Machine

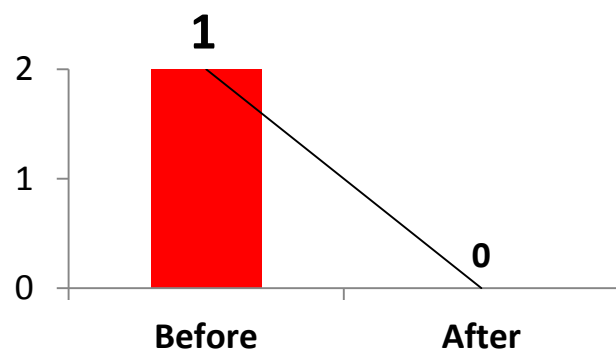
ROOT CAUSE:- :- No poka

REGISTRATION NO. & DATE:-1692 & 03.07.2017

REGISTERED BY: Dashrath

MANAGER'S SIGN: Mr,Vijay kumar

RESULT:-Advanced & Strengthened Process.



WHAT TO DO : Check point in Poka audit

HOW TO DO : Less Air pressure Simulation

FREQUENCY : Before Work Start / Shift

COST INCURRED FOR MAKING KAIZEN

MATERIAL COST IN RS	LABOUR COST IN RS	TOTAL COST IN RS
00	00	8200

SCOPE & PLAN FOR HORIZONTAL DEPLOYMENT

SR. NO.	CELL	TARGET	RESP.	STATUS
1	---	--	-----	----

SCOPE & PLAN FOR HD FOR OTHER PLANTS

Info. shared to CQA for HD in other Plants