



... providing turnkey quality solutions to business

“Launch Support to a Major UK Tier 1 Automotive Supplier”

Case Study





A communication centre was instigated into the area for both the REACT Inspectors and Company X associates to see the results of the DAM checks and to control and improve the results





All inspection were added to a data base which showed quantity inspected, any reason for failure and who inspected. It also tracked all product into and out of the inspection area so it was possible to identify if any failures at the vehicle OEM had by-passed the DAM area. All failures were added to a separate data base to which photos were added to aid problem resolution.

DAM Results from 17th September onwards 2012 - Microsoft Excel non-commercial use

2WS DAM Results




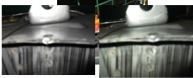
This file starts from 17th September 2012. Previous data is saved in the archive folder.

Date	Time	Part	Qty checked	Quantity NG	Defect type	Repeat	LPN	Stillage No.	Inspector	Comment
17/9/12	10:45:00	FM06, 60910 TIG G000, 2WS	8	0			2613320	76	React-Marcellus Kan	
17/9/12	10:45:00	FM06, 60910 TIG G000, 2WS	8	0			2613321	69	React-Marcellus Kan	
17/9/12	11:00:00	FM07, 60400 TIG G100, 2WS	10	10	Weld Spike	Yes	2612750	10	React-Marcellus Kan	Rework to n
17/9/12	11:00:00	FM07, 60400 TIG G100, 2WS	10	10	Weld Spike	Yes	2612751	10	React-Marcellus Kan	Rework to n
17/9/12	11:15:00	FM06, 60910 TIG G000, 2WS	8	0			2613324	60	React-Marcellus Kan	
17/9/12	11:15:00	BM05, 64340 TIG G000, 2WS	10	0			2613840	39	React-Marcellus Kan	
17/9/12	11:30:00	BM05, 64340 TIG G000, 2WS	10	0			2613835	253	React-Marcellus Kan	
17/9/12	11:30:00	BM06, 64740 TIG G500, 2WS	10	0			2614170	43	React-Marcellus Kan	
17/9/12	11:45:00	FM04, 60750 TIG G000, 2WS	10	0			2613043	531	React-Marcellus Kan	
17/9/12	11:45:00	BM06, 64740 TIG G000, 2WS	10	0			2614133	17	React-Marcellus Kan	
17/9/12	12:00:00	BM06, 64740 TIG G000, 2WS	10	0			2614131	9064	React-Marcellus Kan	
17/9/12	12:00:00	BM06, 64740 TIG G000, 2WS	10	0			2614132	329	React-Marcellus Kan	
17/9/12	12:30:00	FM04, 60750 TIG G000, 2WS	10	0			2613042	261	React-Marcellus Kan	
17/9/12	12:30:00	BM06, 64740 TIG G500, 2WS	10	0			2614162	313	React-Marcellus Kan	
17/9/12	12:45:00	BM06, 64740 TIG G500, 2WS	10	0			2614169	140	React-Marcellus Kan	
17/9/12	13:00:00	FM05, 60810 TIG G000, 2WS	8	0			2612322	94	React-Marcellus Kan	
17/9/12	13:00:00	BM11, 64330 TDA A000, 2WS	20	0			2613743	66	React-Artur Wazniak	
17/9/12	13:15:00	AM06, 62110 TIG G100, 2WS	15	15	Weld Spike	Yes	2613455	2	React-Marcellus Kan	Rework to n
17/9/12	13:30:00	BM11, 64730 TIG G000, 2WS	20	0			2614045	521	React-Marcellus Kan	
17/9/12	13:45:00	AM06, 62110 TIG G100, 2WS	15	15	Weld Spike	Yes	2613454	35	React-Marcellus Kan	Rework to n
17/9/12	13:45:00	FM06, 60910 TIG E111, 2WS	8	0			2613294	73	React-Marcellus Kan	
17/9/12	14:00:00	FM06, 60910 TIG E111, 2WS	8	0			2613293	54	React-Marcellus Kan	
17/9/12	14:15:00	FM06, 60910 TIG G000, 2WS	8	0			2613339	46	React-Marcellus Kan	
17/9/12	14:15:00	FM05, 60810 TIG G000, 2WS	8	0			2613229	20	React-Marcellus Kan	
17/9/12	14:30:00	FM05, 60810 TIG G000, 2WS	8	0			2613216	37	React-Marcellus Kan	
17/9/12	14:30:00	FM05, 60810 TIG G000, 2WS	8	0			2613239	26	React-Marcellus Kan	
17/9/12	14:45:00	FM05, 60810 TIG G000, 2WS	8	0			2613233	45	React-Marcellus Kan	

DAM corrective actions 24.9.12 - Microsoft Excel non-commercial use

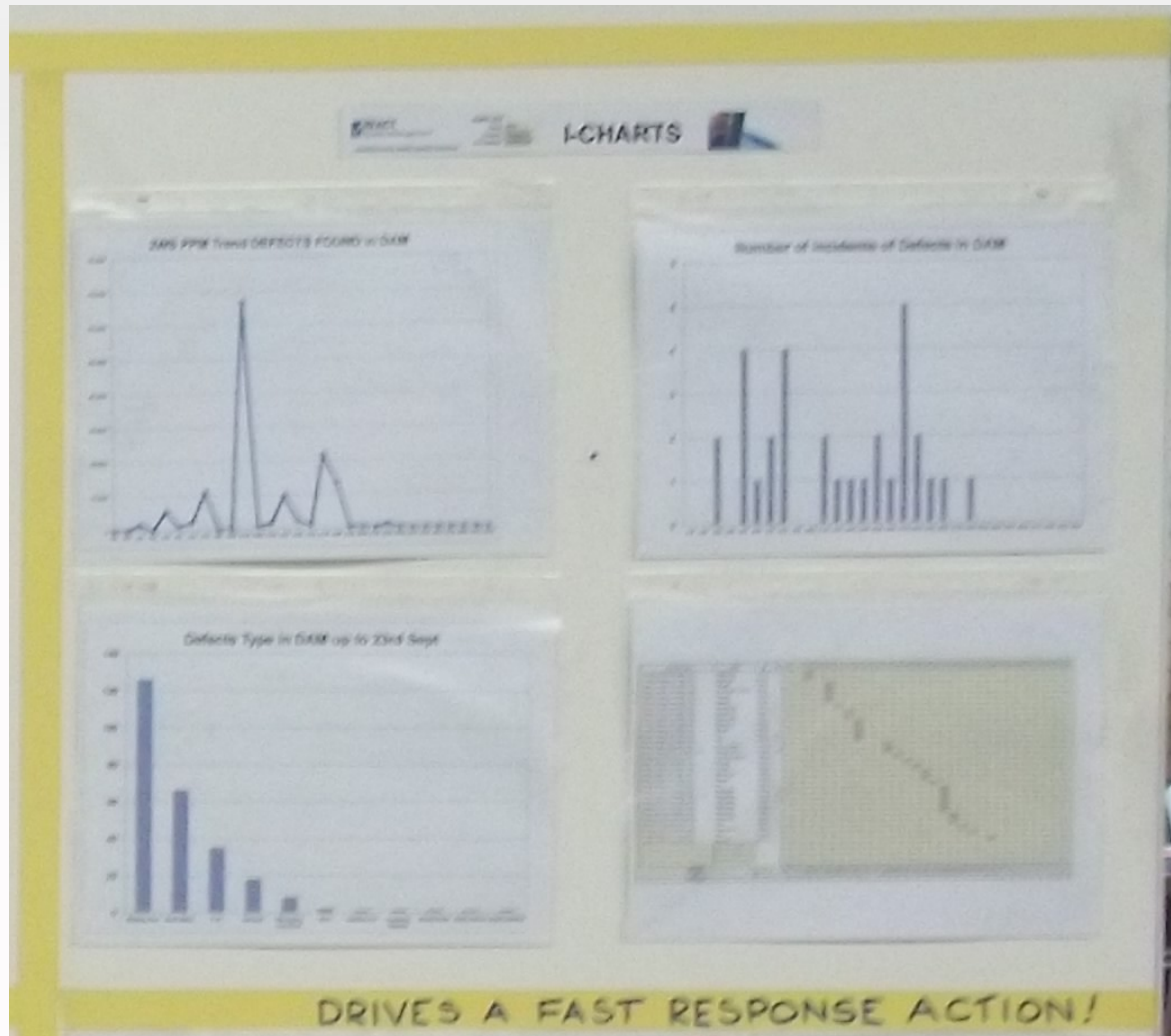
2WS DAM Corrective actions

DAM associate will complete this section

Date	Part	Quantity NG	Defect type	Repeat	Description of Concern	Picture	Cause
18/9/12	BM11, 64730 TIG G000, 2WS	2	Damage	No	Damage on part edge		
19/9/12	CM01, 65610 TIG G000, 2WS	1	Weld Failure	No	Exhaust bracket weld fail		
20/9/12	BM11, 64730 TIG G000, 2WS	0		Yes	overflowing components in stillage		
21/9/12	FM05, 60810 TIG E000, 2WS	0		No	burr hole near weld		



Results of DAM checks ,PPM, Defect type etc.






Containment control. All failures were logged not only on the data base but also on a highly visible board in the inspection area. This allowed all associates to see the concerns and act on them within having to have access to a PC. It also highlighted to the other inspectors to be especially vigilant with these parts as they had a history of failure.

The whiteboard is divided into two main sections. The left section is a table titled 'CONTAINMENT CONTROL CENTRE' with the following columns: Date, Time, Part Number, Quantity, Found Reported by, Containment Action, Repeat Action by UYT, and Date. The table contains several rows of handwritten data in various colors (red, blue, green). The right section is a chart titled '2WS DAM Checks' which is a grid with colored bars (red, blue, green) representing different check results.

One of the REACT team would then audit the actions identified by company X to ensure compliance over several shifts to reduce the possibility of repeat failure.

(After completion of the DAM check period this person has been retained by company X to continue these audits)

A Fast response board was utilised to show Company X the actions and the REACT actions for any failure which the inspectors needed to be aware of.

OEM/HONDA FAST				RESPONSE CENTRE		
RESPONSIBLE DEPARTMENT	PROBLEM OWNER	WHY DID THE PROBLEM OCCUR	WHY DID THE DETECTION FAIL?	COUNTERMEASURE / ACTION	WHO	WHEN
16/9 Production	Dave SHEPHERD (CUT)	MISLABELED PARTS BY W220 OPERATOR	PARTS NOT PASSED THROUGH DAM CHECK AREA	REACT TO... E... REMOVE W220 FROM TO OBTAIN NEW DAM PARTS SUPPORTING LIST 15/10/00 TO DAM CHECK AREA	RI Piper	17/9
16/9 W220	C MURPHY (CUT)	 PARTS IN W220 CONSOLE INCORRECTLY ASSEMBLED OR W220 PARTS SWAPPED DURING THE PROCESS	NO W220 SPARE PARTS AVAILABLE TO FALLBACK PARTS CAN BE REWORKED & SWAPPED INTO NEW DAMPER BODY	CONTAMINATED PARTS TO BE REWORKED TO BE USED & EQUIPMENT REQUIRED FOR SEPARATE WORK TO BE INSPECTED W220 PARTS TO BE APPROVED	ENS	18/9
17/9 DAM CHECK	Russell MASON (CUT)	BRACKET ON W220 DO NOT DETECT PARTS TO INSPECTOR ONLY 20% INSPECTION	INSPECTOR SAID BRACKET CUT DO NOT REWORK AS BROKEN PARTS	VISUAL A.O.E TEAM BRANCH PREPARE CHECK 100%	RI (Mason)	20/9
				↑↑↑ Material ↑↑↑ IN		

The REACT supervisors and team leaders are trained in 8D problem solving.