

Three examples of conclusions from a production audit

On facts

1. technologists do not plan production.

- a. Observation: An employee sets the temperature of a machine. When asked why he sets such a temperature, he replies because he knows what temperature and at that temperature the product succeeds. The temperature is different from the instructions prepared by the technologists.
- b. Danger: when the worker leaves, no one will know how to produce.

2. the machines are not working.

- a. Observation: during the observation the machine stops working, the worker tries to do something, hours pass, the machine does not work. The situation repeats itself on another shift, on another day.
- b. Hazard: Every hour the machine stops working is a cost and a loss.

3. potential complaint

- a. Observation: The instructions dictate that the product should be manufactured to a dimensional tolerance of +/- 0.2mm. The employee is supposed to keep an eye on the dimensions, but does not have a measuring device with adequate resolution at the workstation. The worker says he will recognise a non-conforming product. The test proves that he does not.
- b. Threat: a complaint from the customer is to be expected.

Developed by:

Dariusz Przybył

(owner of BPI)