Objectives

- Understand barriers impacting productivity; where people, process and technology intersect
- Lay foundation to engage supervision and workforce in developing solutions
- Establish baseline for establishing future improvement goals
- Provide statistically valid data to identify and quantify improvement opportunity value
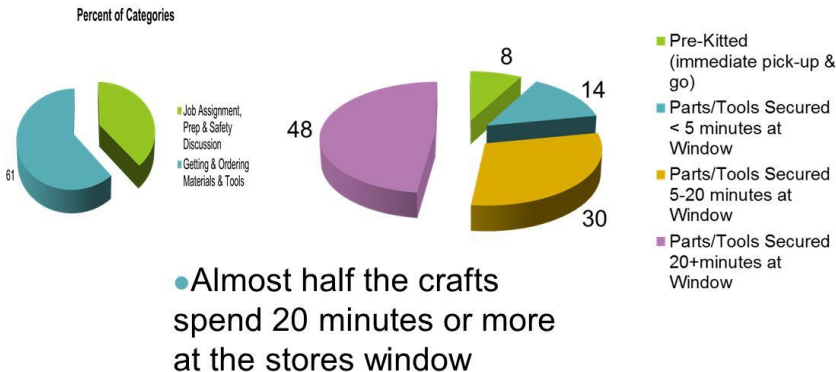
Process

- Define scope, route method and desired confidence level and margin of error
- Develop & deliver communication plan
- Conduct observations while engaging supervision and crafts in barrier identification and solutions
- Discuss findings and results early and often
- Collaborate on actions and recommendations to close gaps

Sample Results

Prep Time

Securing Parts/Tools

Percent of Categories

- Job Assignment, Prep & Safety Discussion
- Getting & Ordering Materials & Tools

61

48 14 8 30

- Pre-Kitted (immediate pick-up & go)
- Parts/Tools Secured < 5 minutes at Window
- Parts/Tools Secured 5-20 minutes at Window
- Parts/Tools Secured 20+minutes at Window

- Almost half the crafts spend 20 minutes or more at the stores window

Average un-productive hours per person (10) - one week sample

54.75%

Hours

Friday — Thursday — Wednesday — Tuesday — Monday

Barriers to Productivity