



MAINTENANCE & TECHNOLOGY COUNCIL

**IMPROVE YOUR SHOP'S
EFFICIENCY, SAFETY & PRODUCTIVITY**

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H.I.K.E

- **H**igh **I**mpact **K**aizen **E**vent
- **Kaizen** is commonly known to mean "continuous improvement". The goal of a Kaizen event is process improvement through the elimination of waste and/or reduction of variability.

WHERE DO I START?

- Place a suggestion box in the break room and allow your team to express their ideas for improvement.
 - Hand select a team for the event, it is best to have a team that is well respected by all their peers, this will help with buy in and implementation.
 - Map out the entire repair process from start to finish, Be sure to account for different scenarios.
 - Take all the suggestions from the suggestions box and list them out, then determine which ones will make a positive impact on improving the repair process.
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EXAMPLE

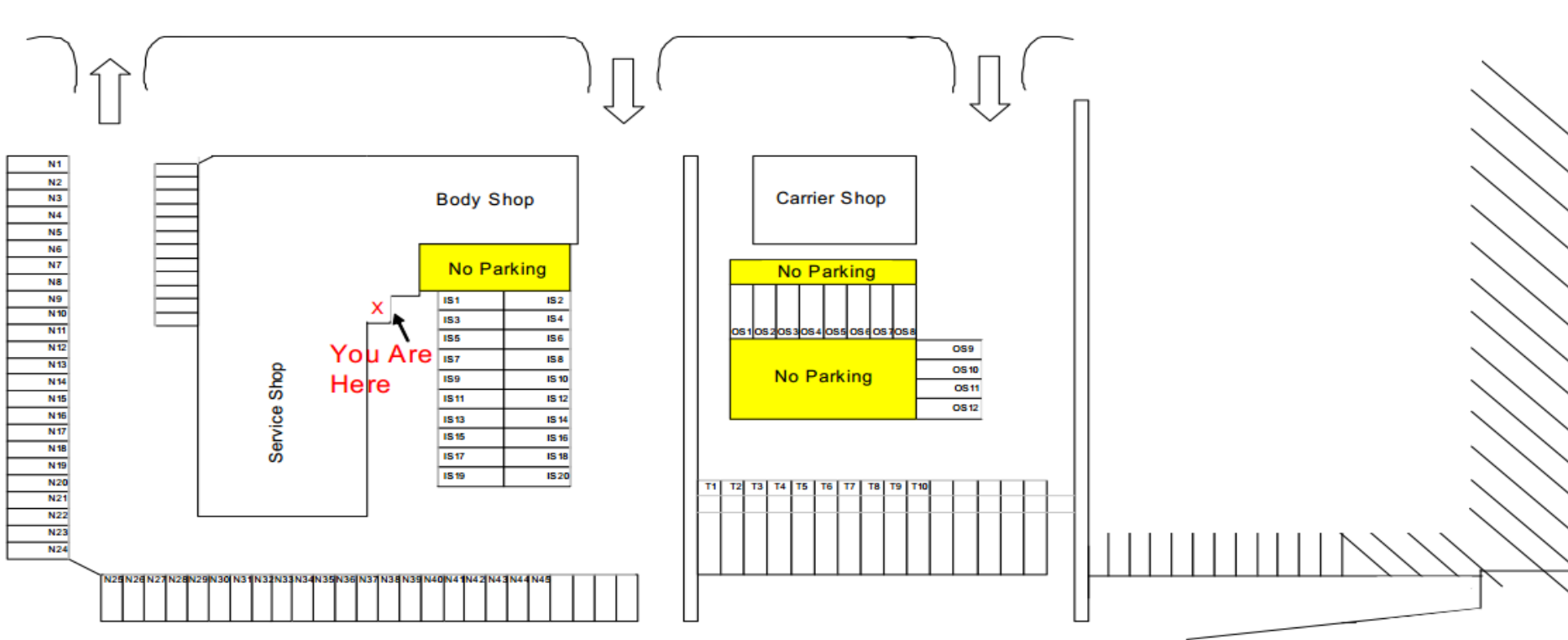


TIME STUDY

- Once the repair processes has been mapped out a time study is needed to determine the average time it takes to complete a repair order.
- Take the team you have selected and divide up the repair process, each individual step in the repair process should have 5-10 variances. The more variances you have the more accurate the time study will be.
- Now time each step in the Repair process.
- Once Complete your team will meet up and compile data from the time study and determine the average amount of time it takes to complete an repair order.

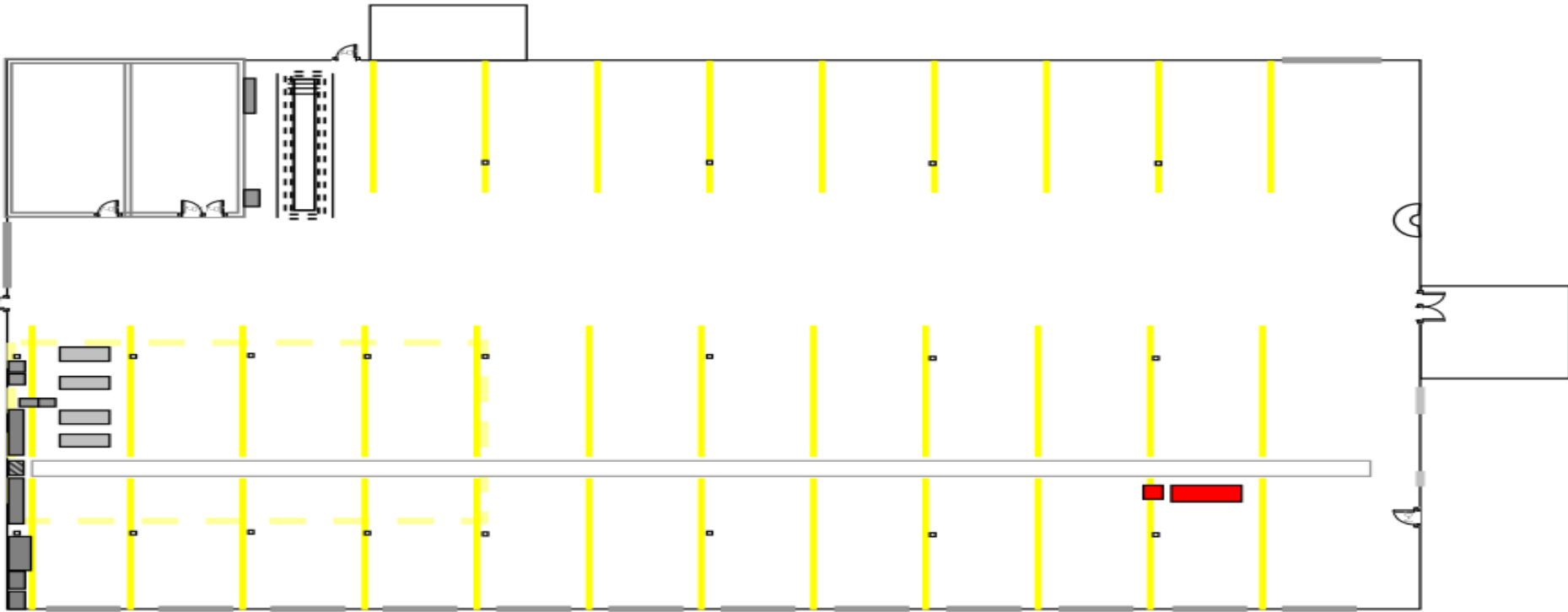
VALUE ADDED STEPS

- Identify steps in the repair order process that your team thinks can be reduced.
- Lot layout.



VALUE ADDED STEPS CONT.

- Shop layout.



VALUE ADDED STEPS CONT.




Organize the shop and tool room so that every tool is easily accessible.

PARTS PROCEDURE

- Review the process map and identify all steps that involve Parts. Then review the time spent on each of these steps and determine if any time can be eliminated.

Service Process Steps	Seconds/ RO
Parts Needed?	
Y Make Parts List	
Walk To Parts Window	617.7
Wait To Be Waited On	1594.3
Give Parts List To Parts	2107.0
Are Parts Available?	
Y Wait On Parts	2051.4
Take Parts Back To Bay	403.3
Go To H (Job Step 102)	
N Parts Local?	
Y Send Driver/Tech To Pick Up Parts	1255.0

PARTS PROCESS IMPROVEMENT

- To cut out time wasted from the tech. walking to and from the parts counter and waiting on parts we have implemented a software called Roadpulse.
 - Roadpulse allows the technician to put in a parts quote request and/or a parts request from their computer in the shop.
 - The technician can give the part number if they have one or put in a description of the part.
 - Once the parts request is placed it then goes to a part queue. The parts queue is displayed on a monitor at the parts counter and notifies the counterman that a request has been made.
 - The technician can now go on to the next step on their RO without having to wait on the parts to be looked up.
 - Once the parts department fills the order a parts runner will then take the parts to the technician or give the parts quote to the service advisor to call for authorization.
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ROADPULSE EXAMPLE

Request Parts

RO #: CustomerNumber: 3678 CustomerName: Internal New Truck Class 7

Unit #: 0321606 VIN: 2NKHHM6X4HM139181 Unit Year: 2017 Unit Make: KW Unit Model: T270

Engine Make: PACCAR Engine Model: PX-7 Engine Serial: 73941275

Pre-Stage Parts Warranty Bay

Additional Information

Parts

Job Step	Part #	Description	Count	Unit Of Measurement
<input type="button" value="X"/> 1 <input type="button" value="v"/>	<input type="text"/>	<input type="text" value="Red coolant to top of reservoir"/>	<input type="text" value="1"/>	<input type="text" value="Each"/> <input type="button" value="v"/>

ROADPULSE EXAMPLE

Parts Queue refresh in : 30

Employee Number: 15247 Branch: Department:

RO# Contains

Action Required **Complete**

B	D	RO#	Elapsed	Cust#	Customer	Unit	VIN	Status	Employee Name	Request Type
40	370	221229	0:00	3678	Internal New Truck Class 7	0321606	2NKHHM6X4HM139181	Pending		Parts Needed

TAKE AWAY

- **H.I.K.E. methods and procedures are proven to work when followed and maintained properly.**
- **It is important to note that any implemented procedures not followed properly will result in a decrease in efficiency; resulting in goals not met.**
- **All aspects of H.I.K.E. must be maintained in order to ensure its success and benefits.**