Course ID
DPI

Course Title
Delivery Performance Improvement

Course Duration
2 days

Related Courses

- Quality Management (QUALMGT, 3 days)
- Failure Modes and Effects Analysis (FMEA, 2 days)
- Root Cause Analysis of Systems Failure: A Tutorial (RCFA2D, 2 days)
- Root Cause Analysis of Component Failure: Understanding Human and Engineering Factors for Improved Product Performance (RCFA-ME, 2-4 days)
- Cost Reduction: Opportunities and Strategies (COSTRED, 2 days)
- Project Management Workshop (PROJMGT2, 2 days)
- Succeeding at Technical Management: Do's and Don'ts for the Technical Manager (DOS-DONTS, 1 day)

Aimed At

This course is aimed at supervisors, managers, purchasing personnel, manufacturing engineers, quality engineers, program managers, and others responsible for delivering manufactured goods on schedule.

Group Size

5-25

Prerequisites

The course assumes a process, industrial, manufacturing, or engineering background.

Course in a Nutshell

This comprehensive and intensive two day training program will help you identify the causes of and corrective actions for the manufacturing delinquencies. If your organization struggles with meeting production schedules, you need this training. The course focuses on the product, process, capacity, load, lead time, management, and supplier issues. It presents a proven logical approach for rapidly eliminating the causes of delinquent delivery performance.

We will show you how to identify the dominant causes of poor delivery performance in your organization and how to overcome these issues so that you routinely deliver on time.

Customize It!

Whatever the nature of your system and industry, we will customize the course to meet your specific needs and concerns. Here are some of the ways in which we can tailor the course to help you get more out of it:

- Add a "workshop day" to the course to allow the participants to work together to analyze delivery delinquencies specific to your organization. The workshop day can be scheduled a few weeks after the course to allow time for applying the technologies presented in class under an experienced practitioner's guidance.
- Schedule post-class follow-up consultation for continuing delivery performance improvement.

Learn How To

- Work together in an effective multi-disciplinary environment to identify and correct the causes of delinquent deliveries.
- Objectively identify all delivery performance improvement opportunities.
- Develop an aggressive and attainable delivery performance improvement roadmap.

Course Outline

Day 1: Defining The Problem

Manufacturing Delinquency Causes

- Inadequate capacity.
- Poor production control.
- Poor productivity.
- Procurement shortfalls.
- Poor process yields.
- Organizational ambiguity.

Key Concepts

- Capacity versus load
  - Assessing capacity.
  - Machine capacity.
  - Labor capacity.
  - Outside processing capacity.
  - Supplier capacity.
  - Load.
  - Assessing loads.
- Lead time.
  - Identifying lead time.
  - Lead time discipline.
  - Booking under lead time considerations.
- Capacity versus Load imbalances.
  - The relationship between load, capacity, and lead time.
  - Work-center-specific capacity-versus-load considerations.
  - Capacity-versus-load ongoing assessments.
  - Identifying bottlenecks.
  - The lead time versus sales conflict.
- Standards.
  - The importance of accurate standards.
  - Establishing accurate standards.
  - The significance of standards when bidding new work.
- Production scheduling.
- ***Class exercise.***

Finding Capacity

- Overtime.
- Lost time considerations.
- Equipment upgrades.
- Utilization upgrades.
- Productivity upgrades.
- Reducing setup times.
- ***Class exercise.***

Production Control

- Production control definitions.
- Planner functions and the planning process.
- Manufacturing Resources Planning (MRP).
- Enterprise Resources Planning (ERP).
- The relationship between planning skills and MRP/ERP.
- Common work center scheduling problems and how to plan around them.
- Suggested metrics for monitoring planning and production control effectiveness.
- ***Class exercise.***

Day 2: An Improvement Roadmap

Productivity Challenges

- Productivity and efficiency definitions.
- Evaluating productivity.
- Signs of poor productivity.
- Standards versus actuals.
- MRP/ERP productivity assumptions.
- Establishing standards and personal fatigue/delay factors.
- The learning curve.
- Machine utilization.
- Delay ratio analyses.
- Identifying and acting on productivity bottlenecks.
- Measuring and acting on efficiency trends.
- Visual manufacturing.
- Productivity improvement recommendations.
- ***Class exercise.***

Supplier Challenges

- Typical supplier content.
- Fictitious issues.
- Supplier selection.
- Supplier rating systems.
- The requisition/purchase order challenge.
- Streamlining the requisition and purchase order process.

- Monitoring planner and buyer performance.
- Identifying supplier lead times, loads, and capacities.
- Purchase order due dates versus production need dates.
- Tracking unplaced purchase orders.
- Recommended corrective actions.
- ***Class exercise.***

Process Yield Challenges

- Design robustness.
- Process robustness.
- Factoring in yield.
- Aggressive failure analysis.
- Implementing corrective actions.
- Proactive preventive actions.
- Schedule recovery actions.

Product Delivery Responsibilities

- Organizing along product versus process lines.
- Product mix issues.
- Responsibility for addressing anomalies.
- Product champions.
- Focusing delivery responsibilities.
- A suggested organizational structure.

Course Conclusion

- Wrap-up.
- A suggested delivery performance improvement roadmap.
- Course critique.

How You Will Learn

- A seasoned consulting manufacturing executive/instructor will present this course in an interactive lecture and workshop format.
- Along with the lectures, we use exercises, puzzles, case studies, and interesting group activities to enrich the instruction and emphasize the essential points.
- You will receive a printed Participant Handbook that includes all materials presented in class, which will help you remember and retain what you learned and apply it on your job.
- You will learn key delivery performance improvement concepts from a theoretical, practical, and organizational perspective.

Website: www.eogogics.com **or** www.gogics.com
E-mail: sales@eogogics.com
Tel. +1 (703) 281-3525
USA 1 (888) 364-6442