Chuck Eddy's Story

"More often than not, downtimes go unexplained."

Sound familiar?

For Chuck Eddy, a Maintenance Supervisor at AutoLiv for over 25 years, that was the reality he faced every day on the plant floor. Maintenance impacts quality much more than many realize, and people like Chuck weren't equipped with the right tools to define standards. Proactive maintenance was nearly impossible, and product quality was taking the biggest hit.

We asked Chuck to explain a typical day pre-Leading2Lean, here is what he said:

"As far as how it used to be, data collection was very difficult, each one of our machines had a binder, we called it the red book, and inside were maintenance logs. The maintenance guy would write down what he did, what he saw when he got there, what the problem was, and what he did to correct it. It was all handwritten, and documented in this book, and that was it.

As soon as I got to work I would have to react, and the only way I could do that is to go out to the worksite to the cell, where I'd have 5 or 6 machines.

At this point I wouldn't even know what machine it was. So one by one I'd start incrementing through those red books and reading the maintenance logs until I found the one that had the info. Needless to say, it was very time consuming, and my reaction time to follow up on it was pretty slow."

The leading automotive technology safety company, Autoliv, runs operations in 28 countries around the world. From seatbelts to airbags, both passive and active safety components, their products are a matter of life and death. So when it comes to quality standards, there is zero room for error.

As Chuck put it, "Just the thought of getting a bad product into a car that may not save someone's life or it may hurt them, that would be a horrible thing to live with."

On the plant floor, quality is directly impacted by maintenance. Having a machine or process create a bad part due to equipment failure requires both immediate response and containment. For those responsible for maintenance management, visualization to plant abnormalities and problems is paramount, yet for Chuck, solving maintenance issues and assuring product quality in a timely manner was nearly impossible.

The Lean Dispatch system was integrated into each of the Autoliv plants, and Chuck was finally able to say goodbye to the "red binder."

"All those down times that went unexplained were suddenly becoming clear. I could see the root cause rather than a specific machine issue," he explained.

Once Lean Dispatch was implemented, both employees on the plant floor and management could see the status of equipment, the status of resources, if a situation on the floor is impacting production, and what specific products were possibly impacted with quality. When any situation occurs, management is notified as to where the issue is, how product was contained, what is being or was done to fix it, and both when and how good product was verified once it was up and running.

Maintenance standards that assure quality are integral to repair and occur when the right system is in place. Giving your team a tool in the task ensures the right standards are used to uphold quality management.
Leading2Lean has a proven method for getting all of your technical resources focused on solving and eliminating problems all while applying consistent standards. Smooth out the unevenness of maintenance activities by implementing a standard method of communication, reaction, and deployment of resources.

If Chuck's story resonated with you, Lean Dispatch could be a great fit for your site. Contact us to learn more about Chuck's story and how Lean Dispatch can increase your production quality.