Non-Conformance Process Improvement at SPX

Project Objectives:
• Reduce the average time it takes a Non-conformance Ticket (NCT) to be closed from 12.5 days to 7 days (44% improvement)
• Decrease the number of fields that are required on the NCT forms and other forms in the process.
• Reduce walking distances for employees in process

Final Design:
The new NCT process has reduced the time for a NCT to be filed, for the NCT to be dispositioned, and for the disposition to be processed. These reductions have increased efficiency, reduced costs, and simplified the organization of the entire process by integration of the new barcode with integrated software.

Design Tasks:
• Collect and analyze data on the current NCT process
• Determine VSM for current state process
• Conduct time studies for individual NCT processes
• Identify problem areas of NCT process
• Develop new barcode based system for faster processes and simplified data collection
• Organize and Implement trial period for barcode system
• Train employees for new barcode based system
• Create SOPs for new NCT system
• Implement new 5S based system for NCTs

Cost Analysis and Results:
• Reduction of 40% (69 feet) of total distance of Improved NCT Process
• Shorter lead time
• Faster Identification and decision making regarding non-conformance issues
• Updated SOPs
• Improved data collection for later analyzing
• Simplified data input and organization throughout the entire NCT process
• Streamlined communication between MRP and NCT systems

This chart shows the current VSM for the project before the new NCT process. This allows us to analyze the areas of inefficiency.

This chart shows the distribution between a non-conformance issue being opened and being resolved.