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| **Project title** | Improve Mounting Bracket Development Process (MBDP) | | | |
| **Problem statement** | We manufacture prototypes for various types of complex bracket assemblies. Our customers are happy with the quality of our products, but we have always had trouble meeting prototype delivery dates for non-standard brackets. The expectation we have set for PO-PD is 30 days or less (PO = purchase order for prototype received from customer, PD = prototype delivered to customer). Sales received TBD customer complaints last year about not getting prototypes on time.  Last year we lost $1.5M in new orders to a new competitor, apparently because they can deliver prototypes faster than we can.  Customers sometimes order production parts based on a prototype. Product Engineering received TBD complaints from Manufacturing last year that the drawing they received for the first production run was not manufacturable with their equipment. | | | |
| **Goal statement (qualitative)** | We will reduce PO-PD time so that the 30 day expectation is met with only rare exceptions. This will significantly improve external customer satisfaction. We will improve the manufacturability of drawings for first production runs. This will significantly improve internal customer satisfaction. | | | |
| **Value stream scope** | All non-standard brackets. | | | |
| **Workflow scope** | TBD | | | |
| **Out of scope** | All standard brackets. | | | |
| **Constraints** |  | | | |
| **Concerns** | We are losing business. We need to move quickly to solve this problem. | | | |
| **Assumptions** | We can solve this problem. | | | |
| **Project Metrics** | **Baselines** | **Goals** | | **KPIs affected** |
| Revenue | --- | Increase by $1.5M | | Sales growth |
| Average PO-PD time | TBD | 50% reduction | | External customer satisfaction |
| % PO-PD > 30 days | TBD | 50% reduction | |
| % “Not manufacturable” | TBD | 50% reduction | | Internal customer satisfaction |
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| **Team Members** | **Roles / Responsibilities (Green Belt, Black Belt, Leader, Scribe, Job Title, etc.)** | | | |
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| **Resources** | **Roles (Champion, Black Belt, Process Owner, Finance, IT, HR, Facilities, etc.)** | | | |
| Russ Boyles | Master Black Belt | | | |
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| **Stakeholders** | **Connection to project** | | | |
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| **Milestones** | **Plan** | | **Actual** | |
| Project start |  | |  | |
| Define phase complete |  | |  | |
| Measure phase complete |  | |  | |
| Analyze phase complete |  | |  | |
| Improve phase complete |  | |  | |
| Control phase complete |  | |  | |