

# K3E First Quarter Highlight

- 47 K3Es Completed:
- Note each K3E can have multiple improvements.
  - **Environmental Improvement: 2**
  - **Service Improvement: 4**
  - **Efficiency Improvement: 20**
  - **Quality Improvement: 4**
  - **Inventory Improvement: 6**
  - **Safety Improvement: 22**
  - **5S Improvement: 19**
- K3E Highlighted Improvements:
- **Please view the next two pages for two outstanding K3E improvements!**

Before Fixture Improvement



After Fixture Improvement

# KAIZEN 3E – March 2019



Melissa Hubbard

## Right Fax Message Management

### PROBLEM

Customer Service has 4 fax lines that are accessed through Right Fax. Every member of CS does not have access to the boxes. We do not have a standard business process for checking and handling faxes received. Faxes are viewed but not handled immediately resulting in delays responding to customers and/or order. Current process requires some CS reps to check the fax machine regularly.

### SOLUTION

At least one team member of CS needs to have access to the email boxes for incoming faxes. Set a regular schedule for checking the boxes and handling the faxes received. When it is a team or team members responsibility to check the email boxes, they process all requests that come into the box. (moving orders, forwarding quotes based on assigned territories, etc. )

### IMPROVEMENT



# KAIZEN 3E – March 2019



## Asia Rashid and Bradley Hicks Flex Lead Fixture for 1250 Amp

### PROBLEM

The fixture was worn and would not tighten up on the flex lead to hold it in place and once you tried to attach the moving contact, the flex lead would move. Assembler spent about 2 minutes per part trying to get the fixture to tighten up.

### SOLUTION

Maintenance added nuts on the handle of the fixture. This helped tighten up the fixture on the flex lead assembly. This saves us about 2 minutes a part trying to get it tightened.

### IMPROVEMENT

