

TITLE: DATA INTEGRITY AT INSTRUMENT MANUFACTURER

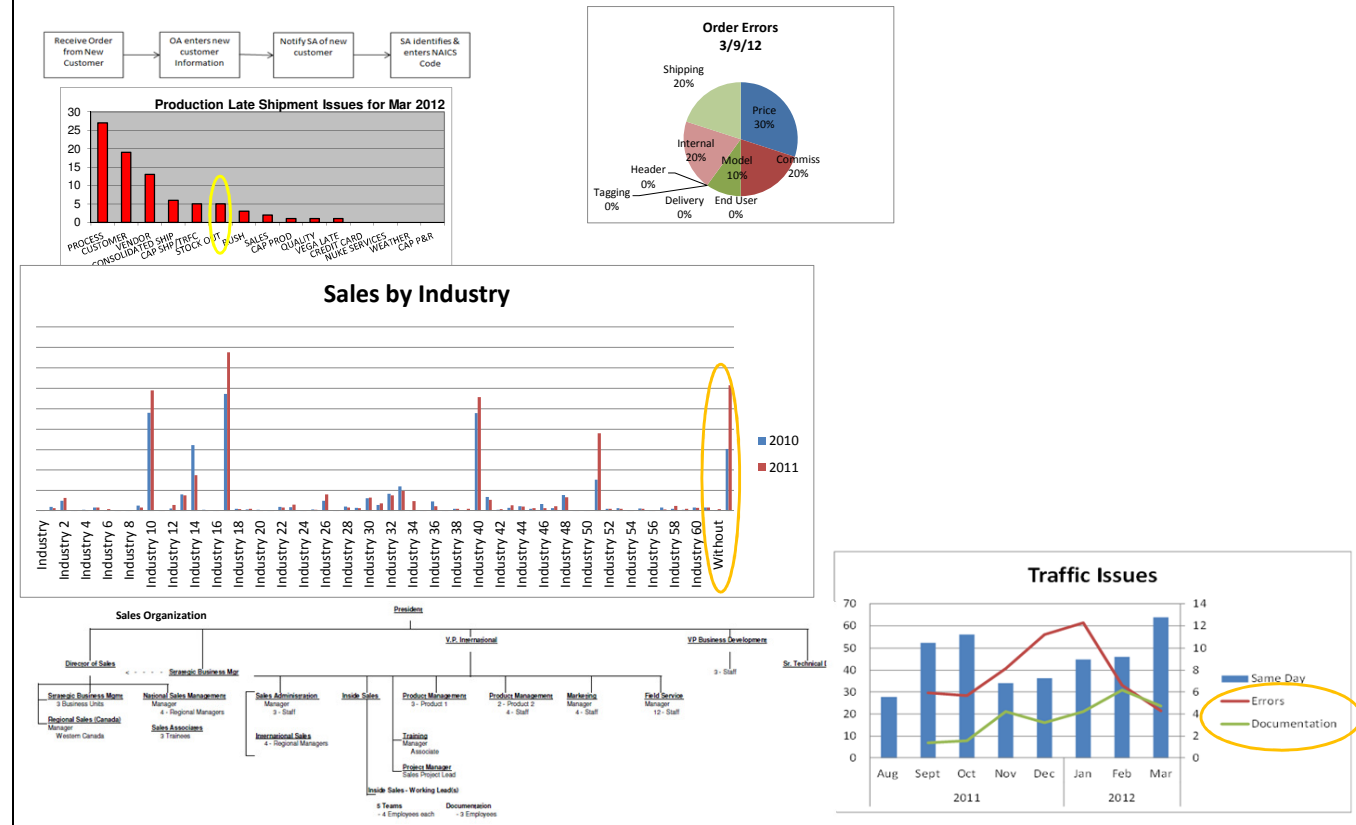
PROBLEM STATEMENT

Incomplete or wrong information in instrument Manufacturers data, including order information, Customer contact, Representative information, is causing errors in sales reports used for forecasting and planning for our Regional Managers, Operations, and Representative network.

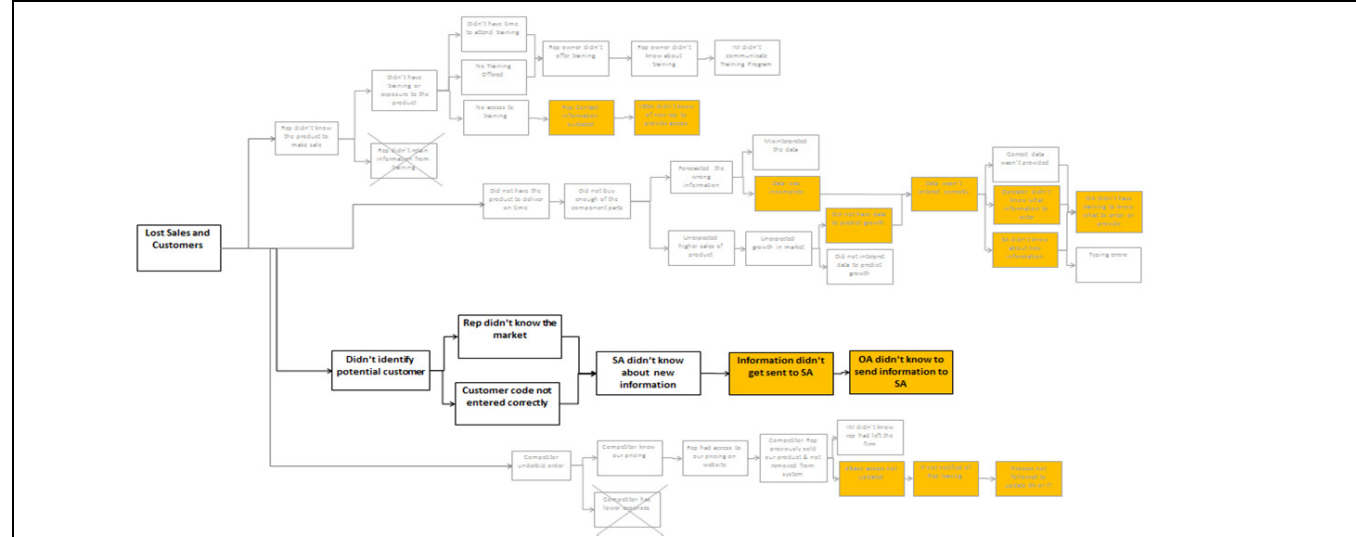
BACKGROUND:

- Unreliable Sales reports:
- Errors in rep contact information causing duplication of work, dead emails, risk of exposure
- Ex-reps have access to secure information because they're still in VEGA's system
- Unknown NAICS codes prevent accurate market research
- Unknown or incorrect NAICS codes prevent accurate focus of sales efforts by industry segment
- Duplication of Customer information causing extra work, confusion, too many "Ship To" addresses, invoicing errors.

CURRENT CONDITION:



ROOT CAUSE ANALYSIS



Company Instrument Manufacturer

Team Gretchen Lisi, Dennis A., Erin S., Michelle M., Will B., Kathy S., Erik A., Natalie V.

Date: November 28, 2012

GOAL/TARGET CONDITION:

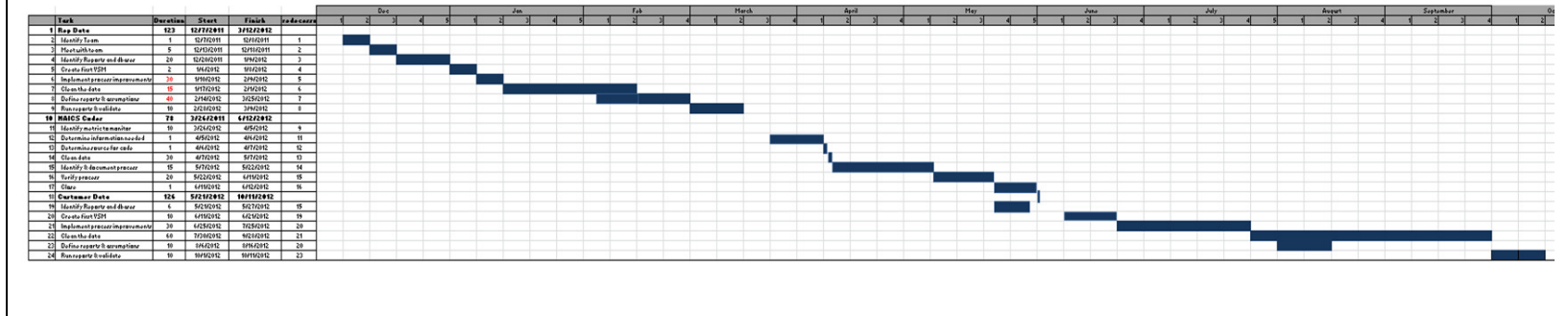
All Rep contact information audited quarterly, and updated annually, and number of ID's to match the number of rep firms...80 by 5/1/12; audits implemented 3rd quarter 1012

All customers NAICS codes updated by 5/31/12; Listing of Missing codes < 30 per day (max number of new customers per day) by 6/30/12

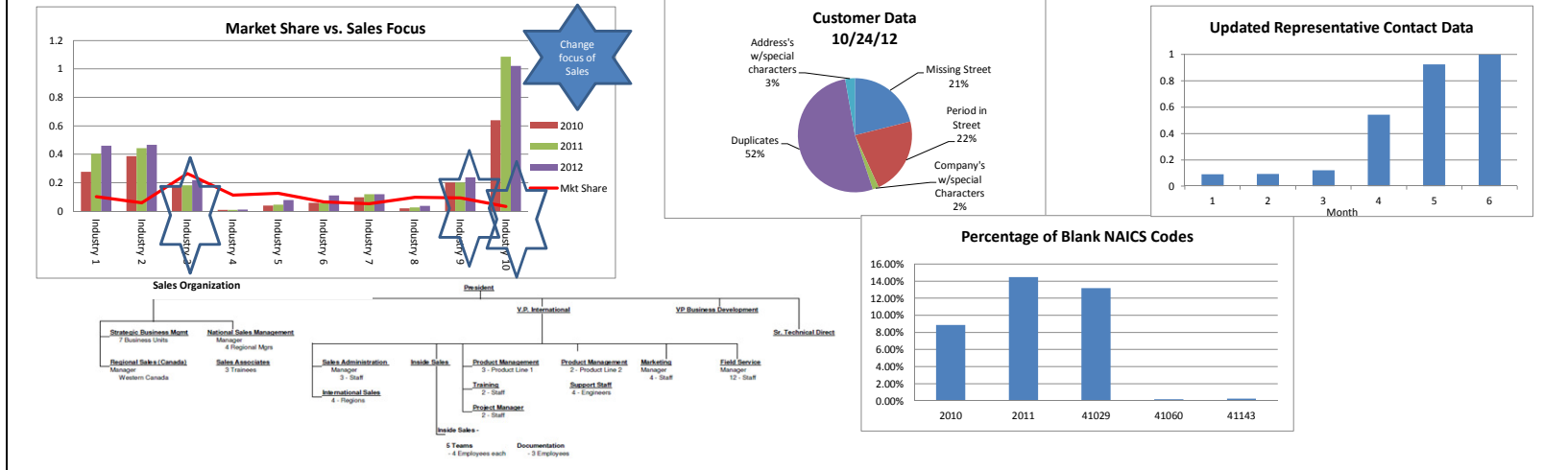
All Customer ID's cleaned and consolidated so there are no duplications

IMPLEMENTATION PLAN:

- Plan
- 1) Identify Areas of problem
 - Rep Contact Information
 - NAICS Codes
 - Customer Contact Information
 - Order Information
 - 2) Identify Metric to determine severity of problem
 - Rep Contact Report
 - NAICS - Missing
 - Customer Error Log
 - 3) Determine required information & method to get the information
 - 4) Clean data as possible
 - 5) Identify mechanisms to prevent recurrence
 - 6) Identify and document standard process
 - 7) Train and implement



Status



REFLECTIONS

- Background isn't just for the bad things...include what's right too!
- Also need leaders standard work - for managers, cell leaders, etc.
- Efforts and data from this project used to improve On-Time Delivery project to reduce order entry from 2+ days to less than 1 day.
- Still not confident in how to pass the standard work to next "generation" (when current employees move on).
- Meeting scheduled for February to check on status.