

Instrument Manufacturer
Standard Order Entry
Current State Map
January 19, 2012
Leader – G. Lisi

Engineering/TS/
PS
PT = 15-45 min

Email/Mail
Sales Administration

Customer
40-70 Orders/Day
450 min/day
Takt = 11.25-6.43 min

Create Web Based Order Entry

Representative
PT = 450 min

Move person to OA position

Sort & Place in OA Box
☺
PT = 0.4min
LT = 35 min
Qty – 60-80/day
CT = 0.4 Min
UT = 0.04%

Review & Launch
☺ = 5
PT = 4 Min
LT = 60-900 Min
RWK = 50%
CT = 4 Min
UT = 0.36%

Enter New Customer
☺ = 5
PT = 5 Min
LT = 45 Min
QTY = 5-25/d
CT = 5 Min
UT = 0.44%

Review Commercial Info & Enter Lines
☺ = 5
PT = 4 Min
LT – 60-450 Min
CT = 4 Min
UT = 0.36%

Request Schedule & Ship Dates
☺ = 5
PT = 4 Min
LT = 30 Min
CT = 4 Min
UT = 0.36%

Transfer to Production
☺ = 5
PT = 0.5 Min
LT = 0
CT = 0.5 Min
UT = 0.04%

Find way to know dates – or periods

Combine Tasks

Reduce Rework by training Reps

Review Commercial Info & Enter Lines
☺ = 5
PT = 4 Min
LT – 60-450 Min
CT = 4 Min
UT = 0.36%

Request Schedule & Ship Dates
☺ = 5
PT = 4 Min
LT = 30 Min
CT = 4 Min
UT = 0.36%

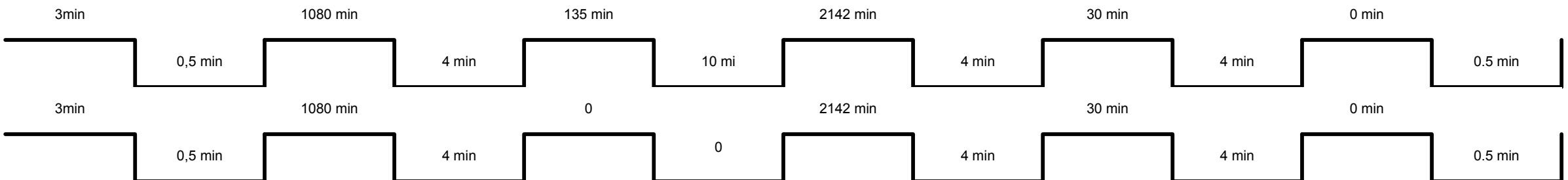
Transfer to Production
☺ = 5
PT = 0.5 Min
LT = 0
CT = 0.5 Min
UT = 0.04%

Qty = 6

Qty = 75-150

Qty = 25-60

Qty = 40



NVA = 3390 min
VA = 23 min
NVA = 3255 min
VA = 13 min