

"the way"

Reduced cycle times . Improved productivity . Increased equipment capacity . Business growth and increased profitability



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Issue 1**

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Training Schedule:

All public courses, by state/country, may be viewed via our web site:

<http://www.segla.com.au/Training/>

Overview:

If you require information or feel that we may assist your company further please e-mail us at:

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From the CEO

Times are busy for all of us and it seems there is a great deal of things to do these days. It is easy for these "things" to distract us from going forward and so some discipline is required to at times take a breath and observe if all of these "things" are contributing to us moving forward in the desired direction.

It is important that we do not become too internally

focused and continue to look for new and better ways of doing the things we have always done. As one client has often said to me "If we always do what we've always done, we'll always get what we've always got".

So take some time to listen to what your customer's are telling you and see if maybe it is time to try something new in order to meet their expectations.

Sometimes the simplest change can have the greatest impact so talk to your teams and see what ideas they may have. You will know soon enough if these ideas work, your customers will tell you and more importantly, they will tell their friends.

Meeting your customers expectations can be your greatest form of advertising.

National Manufacturing Week: May 27—30 2008

For those of you looking for new ideas. Why not come to National Manufacturing Week? This year it is being held at the Sydney Convention and Exhibition Centre and you can find us at stand number 2415. We encourage you to attend, as it will ensure you keep abreast of new innovations and maintain your competitive advantage. Avoid the queues by registering on line at www.nationalmanufacturingweek.com.au.

Little's Law

In Queuing Theory, the most famous law is Little's Law, which asserts that the average number of customers in a queuing system is equal to the rate at which customers arrive. Used in Lean Manufacturing the principle aims to minimise waste and increase speed. Increasing speed equates to reducing lead-time to an organisation's customers.

Minimising waste includes an analysis of inventory and steps to reduce that inventory. Little's Law provides an equation of lead time equals WIP units divided by the Average Completion Rate in units per time period. By knowing any two variables within the equation allows the calculation of the third. For example, by reducing WIP whilst at the same time maintaining the same Average Completion Rate reduces lead time and so it goes. This rule applies to any process whether that be manufacturing, transactional, service or design.

Measurement System Analysis (MSA)

In any process there is variation in the product or service being measured, but there is also variation in the way we measure that product or performance. Variability in measurement is typically present in every process. In order to understand and improve our processes we need to be able to quantify and reduce that measurement variability. In any measuring device or system there are three desired properties:

Accuracy: the ability to produce an average measured value which agrees with the true value or standard being used.

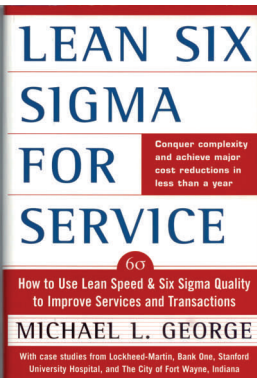
Precision: the ability to repeatedly measure the same product or service and obtain the same results.

Stability: the ability to repeatedly measure the same product or service over time and obtain the same average measured value.

The purpose of Measurement System Analysis (MSA), also called gauge capability analysis or gauge R&R, is to assess how much variation is associated with the measurement system and to compare it to the total process variation. Once the data collection process is complete we can assess the capability of the measurement system through the generation of charts and the calculation of ratios. This is an important step in a project as it can prevent us from spending unnecessary time improving a process when the source of the variation could actually be the measurement system in terms of meeting customer requirements.

The aim of this analysis is to understand the amount of variation being generated by the measurement system itself through the analysis of reproducibility and repeatability.

Online Bookstore - What's Hot!



Lean Six Sigma for Service is a step-by-step roadmap for use in a service environment to profit from the best elements of Lean and Six Sigma initiatives.

Time and quality are the two most important metrics in improving any company's production and profit performance. Lean Six Sigma for Service explains how to impact a service organisation's performance in each, by combining the strength of today's two most important initiatives - Lean Production and Six Sigma - into one integrated program.

Understanding and applying the concepts in this book can lead to lasting improvements in many key transactional service areas, from accounts payable, credit management, call centres insurance processing, banking, and much more.

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Need help with your continuous improvement initiatives?

Our client's rate Segla as one of the pre-eminent Australian training and consulting providers. Proudly we are dedicated to being the supplier of choice when it comes to delivering business efficiency solutions utilising Six Sigma, Lean and other continuous improvement methodologies.

From developing complete training strategies, providing implementation assistance and support or through conducting specific assessments, we are able to help your business effectively identify and implement continuous improvement solutions.

We offer tailored training programs and supporting consulting services in the following areas:

**Green and Black Belt Certification, Lean Six Sigma for Champions, Lean Manufacturing, Value Stream Mapping (VSM), Kaizen Blitz & 5S, Statistical Process Control (SPC), Design of Experiments (DOE), Project Management Planning*

**Competitive Manufacturing Certificate III, IV & Diploma*

Contact us should you wish to discuss how we may help you with your business improvement initiatives.

