

IMPROVING COMMUNICATION BETWEEN ASSESSMENT AND MAINTENANCE DEPARTMENTS

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SUMMARY

For our project, we worked to design a communication system for the Siemens warehouse located in Suwanee, GA. The purpose of the communication system was to allow the assessment and maintenance department employees communicate with one another virtually rather than in person. We were able to create a Microsoft Access program that was organized and user friendly. The program helped the two departments communicate more efficiently by reducing the time wasted by employees when walking back and forth between departments to communicate with one another.

FINDINGS

- Used Arena Simulation Software to expand our time study results to a larger time scale
- Ran simulation for 20 days, 9 working hours per day, with 10 replications.
- Time Study/ Simulation Results (Time wasted walking between departments)
 - 10 minutes per person per day
 - 42 hours per person per year

Improving Communication Between Assessment and Maintenance Departments

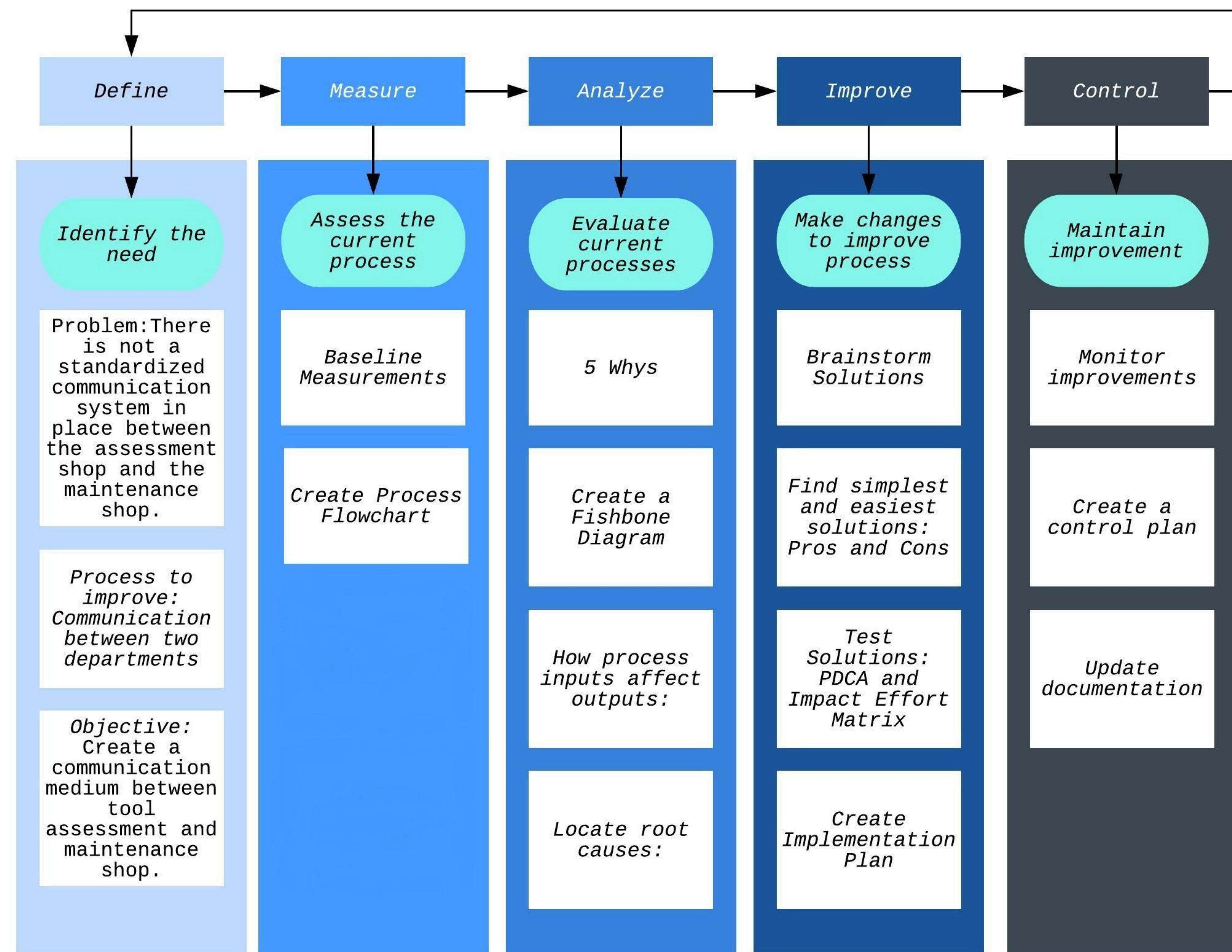


Figure 1: We used the DMAIC method to complete the project. We used many Industrial Engineering principles such as 5 Whys, Fishbone Diagram, Lean Six Sigma, and Root Cause Analysis to come up with a solution to our problem.

CONCLUSION

By Implementing our Microsoft Access program, the Siemens warehouse was able to reduce time wasted on walking between the two departments by 57.14%. Employees could go into the software to communicate when tools are dropped off, when tool status is changed, and when tools are ready to be picked back up.

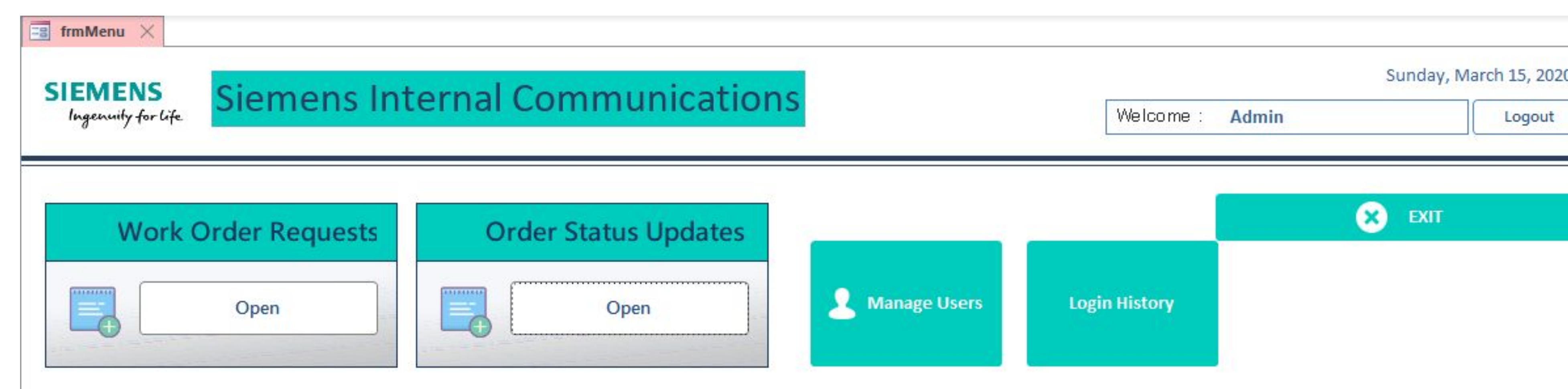


Figure 2: This is the screen that managers can access. They can see the work order requests, order status updates, login history, and they can manage all of the users.