



**SHOPFLOOR  
MANAGEMENT**

Field of learning:  
Key figures

Learning unit:  
Overview

## **Repetition: The myth of sustainability**

"Processes run stably and do not need to be looked after".



- Temptation: Do not continue to supervise the process
- Principle of factory physics: problems occur always and everywhere
- When process or human care is missing, performance drops again

**Without supervision, the performance of the process drops**

# Transparency

## Your tools to establish transparency

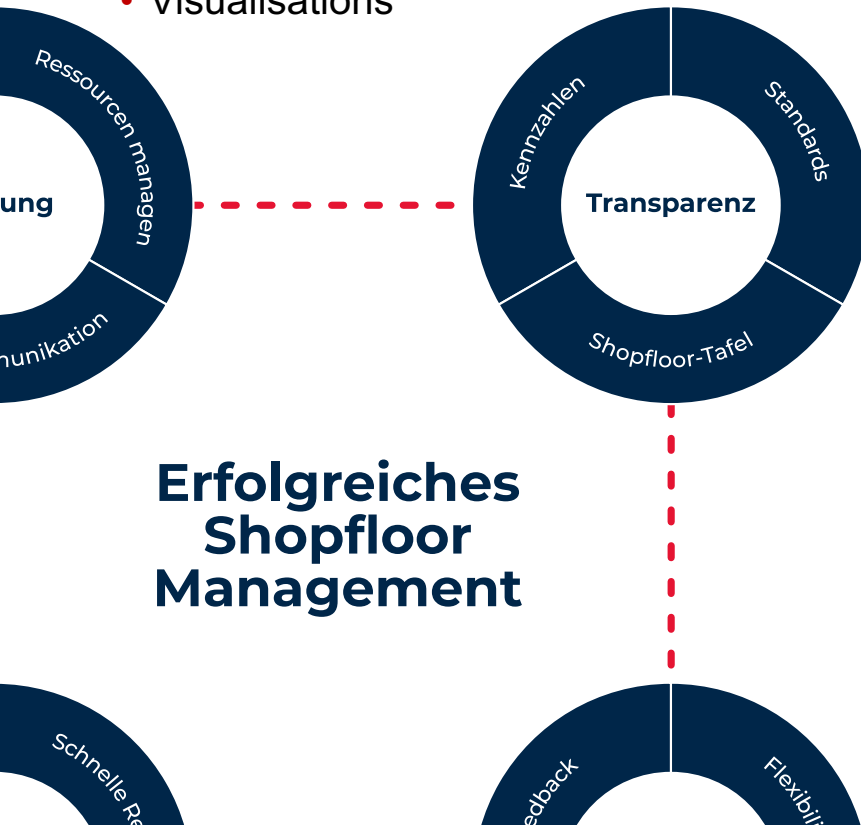
### Your tools to ...

#### ... to establish standards

- Process landscape
- Standard Worksheet
- Work content sheet
- Visualisations

#### ... get an overview of your area of expertise

- Overview Shopfloor Board
- Measuring system
- Employee deployment
- Process confirmation
- Fault detection
- Action plan
- Tasks
- Successes



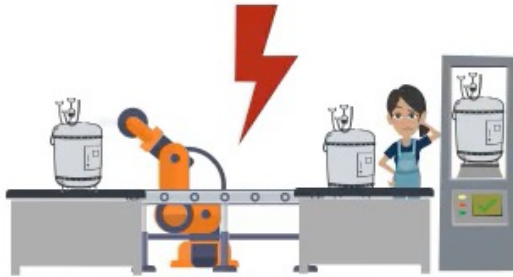
#### ... work successfully with key figures

- Key figures system
- Key figures
- Structure of a measuring system
- Daily target
- Work with key figures

# Work with key figures

## Why is working with key figures important?

Problems occur again and again



Problems are presented according to gut feeling



Much discussion and prioritisation accordingly  
Conversational skills



Different perceptions of the problems





# Work with key figures

## Why is working with key figures important?

You can't manage what you can't measure



- Create an objective basis for decision-making
- Objectify problems with figures, data and facts
- Have a quick understanding of the results and the extent of the problems
- Activate / involve "many" people

# Result - process connection

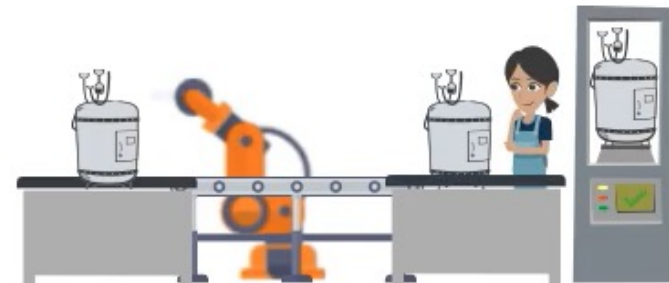
Results arise from processes

## Result Earnings indicator



- Output quantity
- Productivity
- Delivery time
- Quality

## Process Process key figure

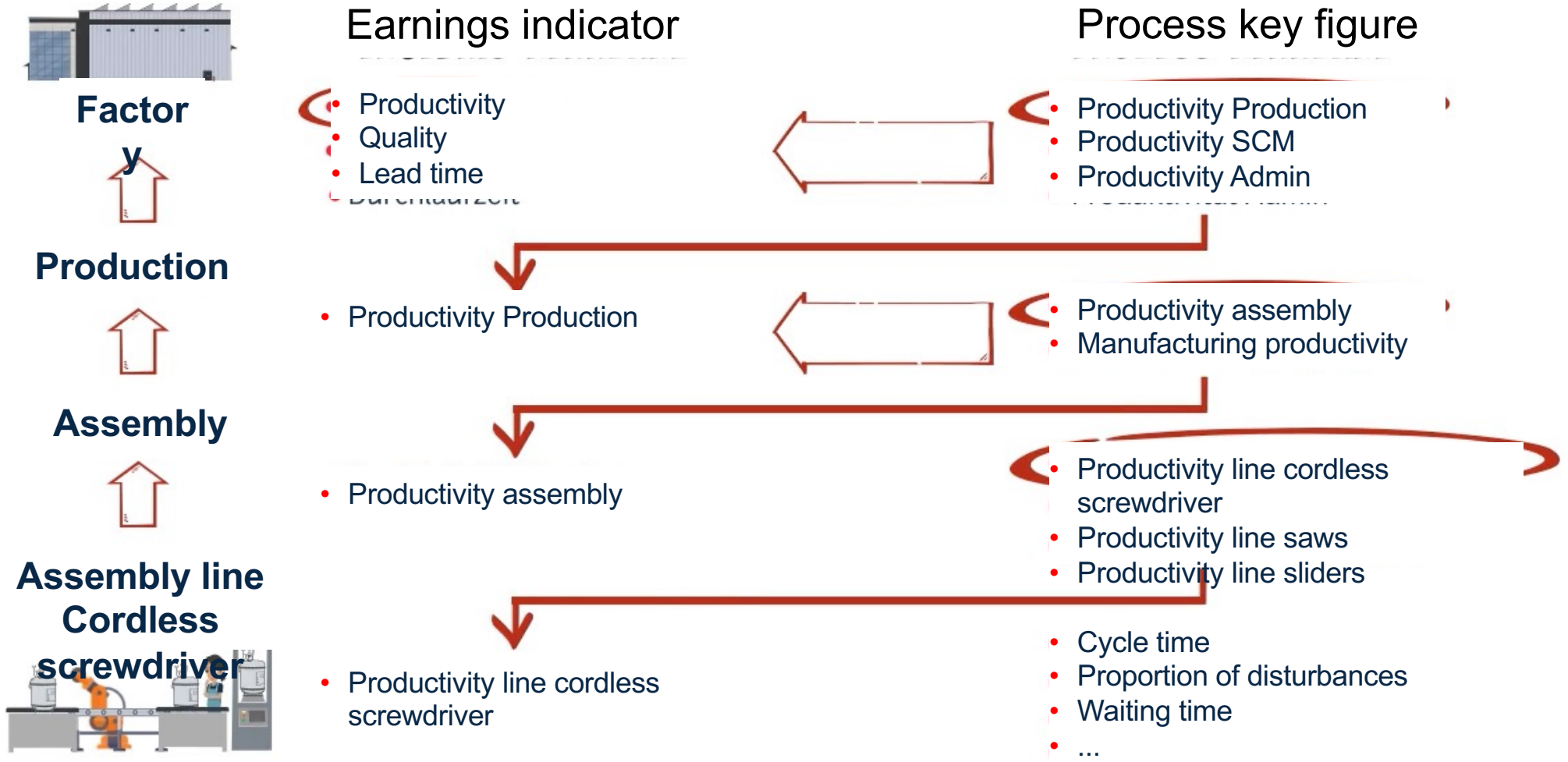


In terms of productivity

- Cycle time
- Proportion of disturbances
- Set-up time

# Key figures cascade

Cascaded key figures along the hierarchy



# The measuring system

Capture and visualise the right data

## Key figures system:

- Understand the result-process relationship of the key figures

## Key figures:

- Record and evaluate in a simple way

## Measuring system:

- Pragmatic capture and visualisation

## Destination for the day:

- Hourly evaluation of the service provided & rapid response

## Work with key figures:

- Embed key figures in rule communication and react to deviations

