

1 Delivery performance

Customer complaints

- Which processes cause customer complaints?
- What are the reasons for the errors?

Delivery time

- Where is the order entered?
- At which processes after the order entry point...
... do long idle times occur?
... are there undefined stocks?

Adherence to deadlines

- In which processes is the order sequence frequently changed?
- Why is the order changed?

2 Lead time

Stocks

- Between which processes are there high stocks?
- Which processes have time buffers?

Material availability

- Which processes frequently cause the material to tear?
- Are there any items where the material tears off particularly frequently?

Causes of persistence

- Is the bearing designed incorrectly?
- Is the supplier process unstable?
- Is the process flexible enough?
- Is the process chronically over-utilised?
- Does (customer) demand fluctuate strongly?

3 Productivity

Bottlenecks

- Where is there a bottleneck?
- What are potential bottlenecks?
- What are the resource-intensive processes?

Unstable processes

On which processes does the...

1. ... Output quantity?
2. ...availability?

Waste & losses

- Where is there (probably) a lot of waste?
- Which processes have low availability?

4 quality

Quality problems

- Which processes cause the most errors (= scrap & rework)?
- What are the reasons for the errors?

Quality problems

- Where do most material losses occur?
- What are the reasons for the material losses?