

Inspection Rates

BENCHMARK NATIONAL CORPORATION QUALITY POLICY

*Benchmark National Corporation provides services that meet or exceed the expectations of our clients in terms of **time, cost and quality**. We measure our performance and are dedicated to continuous improvement for the benefit of our clients and ourselves*

INSPECTION RATES

- ▶ Rate issues make up over 50% of our customer complaints and billing arguments
- ▶ Customers expect high quality and timely completion
- ▶ By reviewing inspection rates on a regular (daily) basis, we can identify and correct potential issues before they get out of hand



PIECES PER HOUR

- ▶ Total # sorted / hours worked = pieces/hour
 - If full shift – use 7 hours not 8 to account for breaks, lunch, start up, shut down, paperwork
 - If any downtime is noted on sort sheet, also subtract this from hours worked
- ▶ Compare against expectations
- ▶ Everything should be within 20%

- ▶ USE INSPECTION RATE REPORTS TO COMPARE AND IDENTIFY POTENTIAL ISSUES

INSPECTION RATE REPORT

- Rate reports are located on SharePoint/Documents Library/Reports.
- *Inspection Rate by Project with Inspectors* is your primary tool
- You must connect to the VPN to use the report. Enter the project number and date range you are interested in, click Run Report button.
- Review the results (SEE NEXT SLIDE).



OUTLIERS

EXCESSIVE VARIATION

Project Number: Start Date:
 End Date:

NOTE: Inspection rates are displayed as units per hour for the specified date and shift. A unit is defined as the measurement type for the project (e.g. pieces, containers).

Overall Rate:

Inspection Rate	Shift
Date	Overall Rate
03/23/2022	759.0
03/22/2022	1,963.6
03/21/2022	772.0
03/09/2022	0.0

Date (All)
 Shift (All)

Employee	Employee Hours	Parts Inspected
[00265] GEORGANA F LOUDON	3.75	5,400
[03244] MONICA RAINES	8.00	6,072

INSPECTION RATE REPORT

- ▶ **RED** – these are 'outliers' meaning they are well outside the expected rate variation. Reasons for RED items are not normal and should be investigated to ensure we know the cause. The main reason for RED items is billed time with no parts sorted, which you still need to be aware of and make sure we have documented if necessary. It could also be a data error of some type. If you click on the RED number, you will see on the right side the inspectors that billed time that shift.
- ▶ **YELLOW** – these items are outside of the normal variation for the rate. You will not see any color coding the first few shifts because a rate has not been established. After a few days, you should expect the first shift or two to turn yellow due to start-up and a rate being established. Once you start seeing YELLOW, you must analyze to ensure we are not experiencing something that needs to be addressed. Maybe a slower person, maybe a material handling delay, etc. We should have documentation of anything that affected rate so please check sort sheet comments and start asking questions if you don't see anything. If you click on the YELLOW number, you will see on the right side the inspectors that worked that shift. You can use this to see if it is a particular person/crew causing the issues. If more than one person worked on the job, the rate shown is the combined average for the entire crew.

Note that TOO FAST and TOO SLOW should both be investigated.

SECONDS PER PART

To get seconds per part, start with pieces per hour and use this calculation.

$$1 \div (\text{pieces per hour}) \times 3600 = \text{sec/part}$$

Example: if you have 720 pieces per hour

$$1 \div 720 \times 3600 = 5 \text{ seconds/part}$$

AND, FINALLY....

- ▶ Train your teams to be aware of and monitor rates, it should be part of your normal conversations
- ▶ Include the expected rate on the work instruction
- ▶ Include rate issues in daily shift reports
- ▶ Ask for help if you need it



Click on the button below to take the quiz for this session.

QUIZ