



PDCA Template

1 Feb 2022 / Barbara Evergreen

Complete

Score	0%	Failed items	0	Actions	0
Project Name					IEWU Auto Supply
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Location					Cadillac Square Park, 662 Woodward Ave, Detroit, MI 48226, USA (42.3315411, -83.04567279999999)
Start date					1 Feb 2022

Plan

Identify: Define the problem in detail and establish objectives.

Three customers experienced a two-week delay before receiving the products they ordered from us. Two of them ordered a box of side-view mirrors, while the other one ordered five new batteries.

The objective of this cycle is to understand what caused the delay and to avoid it from happening again and prevent our customers from having a bad experience.

Observe: Investigate the characteristics and details of the problem and its relevance. Assess the situation from various points of view.

Because of this, we received a complaint from the customers saying the delay also caused a setback in their operations. We gave the customers a huge discount to compensate for what happened. No bad reviews (so far).

Analyze: Identify the cause of the problem, evaluate possible solutions and alternatives. Determine points for improvement.

We did an investigation and discovered that the cause of the delay was an unexpected delay from our supplier for the specified vehicle parts. Our supplier's facility is situated in Texas and was recently hit with a strong cyclone, which also interfered with their production.

Action Plan: Define the action plan and create a step-by-step guide on how to execute them. Set goals, schedules, and method to follow.

The main action plan for this is to find an alternative supplier that can provide us with the mentioned products in case something like this happens again or in case of emergencies.

- Aside from the price to be negotiated and considered, ensure that the alternative suppliers would not be from the same area as our primary supplier.
- We should be able to find and identify a secondary supplier by end of March this year.
- It would be even better if we can get a third supplier also from our shortlist last year so we are assured that we can have good security in our supply system.

Do

Execute: Perform the steps defined in the action plan and carry out your objectives. Observe and compare the predicted and accomplished schedule.

We've sent out a Request for Proposal (RFP) to possible alternatives suppliers and filtered out the options based on our set requirements.

Check

Verify: Gather the data and evaluate results according to created indicators.

- We weren't able to find a tertiary supplier yet, but we've identified a secondary supplier by second week of March, and ahead of our scheduled deadline.
- The secondary supplier is from Michigan as well, so transportation of the products won't be too difficult in case of emergencies.

Act

Standardize: Implement standard adopted to prevent the recurrence of the problem.

Now that we were able to solve this problem using this solution, let's fully implement it across our other products. Find alternatives and take into consideration the factors specified in this cycle.

Conclusion: Document and measure the results obtained and evaluate if it justifies the change. Validate its effectiveness and repeat the whole cycle if it works.

The solution identified and implemented was effective, we have a fallback in case a delay in the production is observed. We would also be able to prevent it from affecting our own customers, which is the main goal of this plan.

Notes

Any other notes to include

Proceed with the plan to find a tertiary supplier for batteries and side-view mirrors.

Completion

Add signature



Barbara Evergreen
25 Feb 2022 08:32 PST
