

## **Team 2 DeHavilland - Executive Summary**

This report was commissioned to examine the current mechanisms and methods used by DeHavilland and recommend ways to optimise those methods. DeHavilland has been experiencing a lot of productivity losses and quality escapes due to inefficient tracking measures in certain areas like tooling, Workforce task allocation, Foreign Object Debris (FOD) and Non-Conformance Request (NCR) Tracking.

The research draws attention to few of the factors that causes the quality escapes and the productivity losses. The company is experiencing an overwhelming amount of Travel Transfer work (TTRs) and NCRs and the lead time to resolve them are really long. Moreover, there is very little awareness about FOD among the employees which causes quality issues. For tooling, there is no system of organisation. There are tool boxes that aren't sorted, and few individual employees get to keep their own tools which causes problems regarding calibration and wastes time.

The report also talks about the challenges faced in the beginning of the project as the employees weren't very cooperative and were not willing to share their issues.

The report evaluates the findings and concludes that more visibility is required in the TTR and NCR tables, so it works as a self- assessment tool for the different departments. Also, more systematic organising of tool and FOD is needed for improving the quality and for less wastage of time.

It is recommended that:

1. Clear visibility is provided through a new TTR board.
2. Clear visibility is provided through a new NCR board.
3. Certain set of rules should be devised to increase FOD control and Awareness
4. Tool list should be made and Work centre tool rib should be made.