

Quality Oriented Application for Spareparts of StoreHouse

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Abstract

Six Sigma DMAIC methodologies is applied for this study, to solve the problem and to improve the current system. DMAIC methodology is composed of five steps namely; Define, Measure, Analyze, Improve and Control.

In Define phase, after defining the problem does not deliver the urgent spare parts to services and dealers on time, its root causes are not defined and after using appropriate tools, packaging time of these urgent spare parts are found to be critical in this problem.

In Measure phase, mostly used packaging material type is found from last three years data and times studies are applied on this material type. While applying these studies, it is worked on different employees that package this material type, the spare parts that go this material type and different sized material types to see the effects of package sizes. Low hanging fruit improvements are applied in this phase when they become apparent, to make the system to be worked on.

In Analyze phase the outputs of time study are arranged under before low hanging fruit and after low hanging groups and improvements are tested with hypothesis tests. After the root causes of the main problem are numerically figured, it is seen that the most effective cause is finding and separating spare parts takes most of the times in packaging processes and this cause is defined as the improvement area.

In Improve phase, observations are done on finding and separating spare parts from the dock process. It is decided that the spare parts will be taken from the containers according to their spare parts codes and will be lined back to back on the dock, instead of being taken in mixed orders.

This study aims to put the whole packaging system in order and delivering the demanded spare parts to customers on time and in right quantities and by this method, and also try to eliminate the waiting of spare parts on the dock, that had to be urgently sold.

Keywords: Spare Part, Quality Application, Six sigma, Stor Housing

Jel Codes: