

Entire Quick Service Process

Sales Analyst

- Receive call from customer and obtain serial number
- Check serial number against Parts Family list to determine if part can go through Quick Service Cell
- Find out if the order is “Hot”
 - *Definition of HOT
- Check EES for available material
- Call Quick Service Lead-*list phone number

Quick Service Lead

- Reference part documentation to determine best processes to build part
- Check for necessary fixtures and tooling
- Check Orders board in QSC to determine lead time based on current conditions
- Add order to “Pending Orders” board with Customer name, Quote #, current date and time, due date, priority and length of time per machine type
- Call SA back with lead time

Sales Analyst

- Determine price for part
- Call Customer with cost and time
- Communicate to customer that quote is only good for 24 hours

**Customer accepts quote and calls SA*

- Calls QSL with Customer decision

Quick Service Lead

- Moves job to “Current Orders” board and records Customer, order #, due date and priority and assigns the job a color
- Schedule job by placing appropriately colored magnet in first available time slot for each machine required in process
 - Keep in mind due date for job and utilize overtime hours as necessary
- To show that a certain job will be utilizing that machine for that hour, place a magnet in the square
- Each square on the scheduling boards represents one hour on that machine. To schedule multiple hours on a machine, use additional magnets
- Job cannot be scheduled on multiple machines at the same time (unless there are different parts in an assembly or multiple parts in the order)

- The number of hours per machine listed on the “Pending Orders” board should correspond to the number of magnets on the Scheduling board
 - For example: On an order needing 3 hours on the lathe, and 2 hours on the mill, there should be 3 magnets (one in each square) in the lathe row, and 2 magnets in the mill row

Machinists

- Machine parts to spec
- Perform in process quality inspection on each dimension on the part drawing, using the buddy system
 - Buddy system should involve one other qualified machinist in the cell, that signs off on the dimension
- If there are dimensions that can't be verified in cell, find needed equipment and verify elsewhere
- Upon completion of part, notify QSL

Quick Service Lead

- On final day of machining, call Shipping and let them know that an EST job is coming

Shipping

- Package job and attach appropriate shipping documents
- Ship part using predetermined method
- Part must be shipped that day