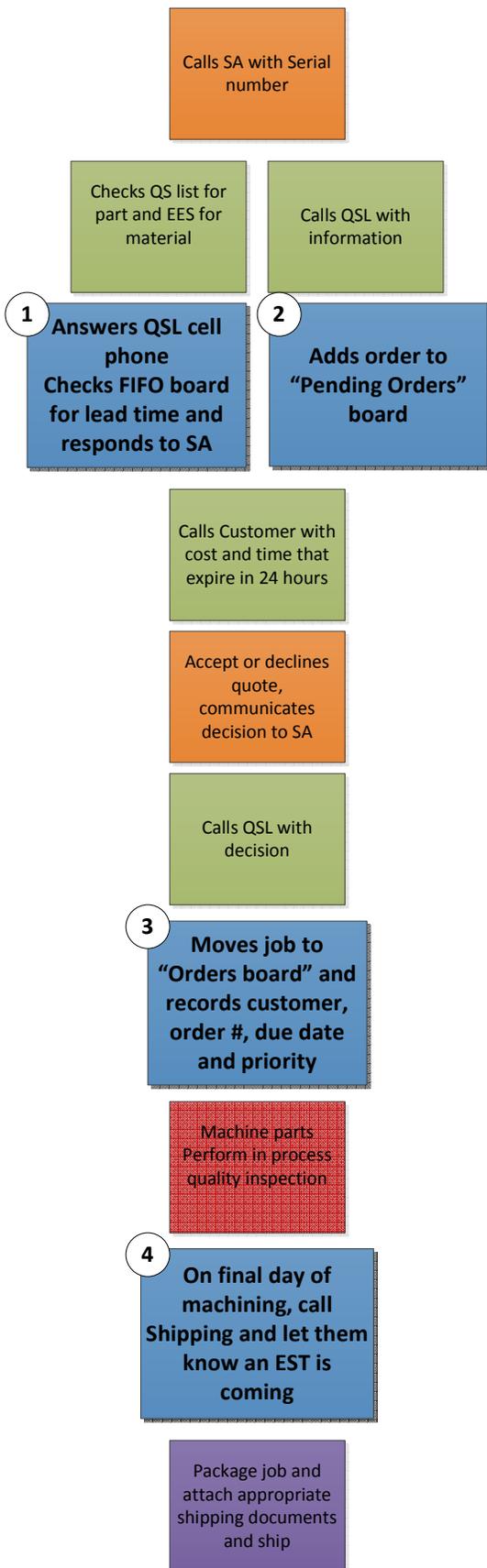


Quick Service Process-Quick Service Lead

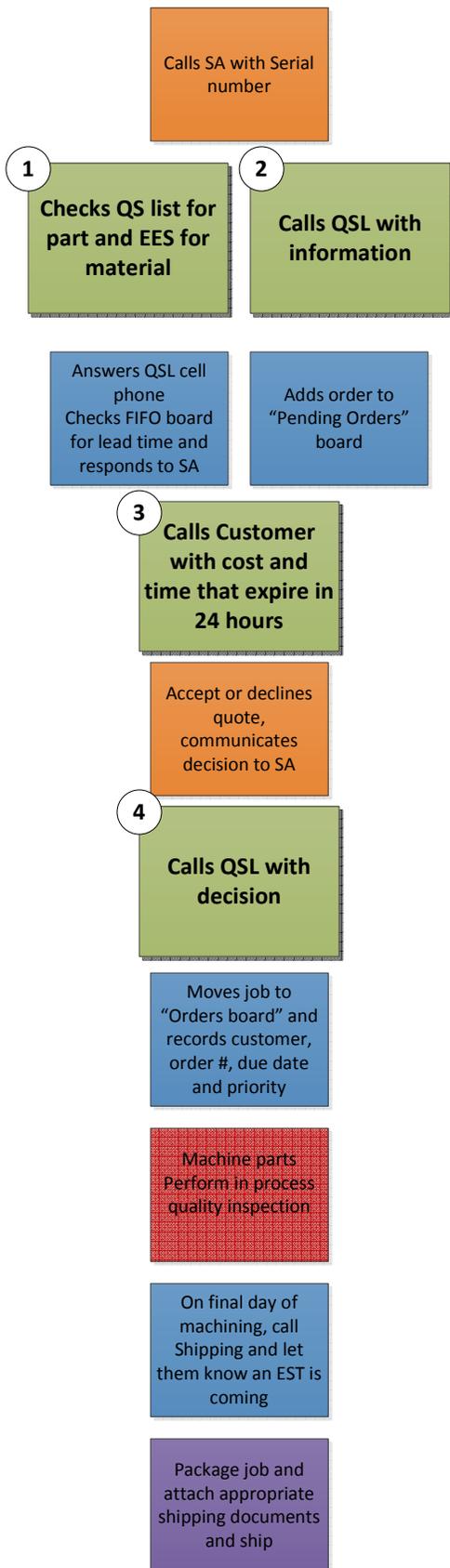


- 1
 - Reference part documentation to determine best processes to build part
 - Check for necessary fixtures and tooling
 - Check Orders board in QSC to determine lead time based on current conditions
- 2
 - Add order to “Pending Orders” board with Customer name, Quote #, current date and time, due date, priority and length of time per machine type
 - Call SA back with lead time
- 3
 - 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
- 4
 - On final day of machining, call Shipping and let them know that an EST job is coming

Key

Customer
Sales Analyst
Quick Service Lead
Machinists
Shipping

Quick Service Process-Sales Analyst



- 1
- 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

- 2
- Call Quick Service Lead-***list phone number**

- 3
- Determine price for part
 - Call Customer with cost and time
 - Communicate to customer that quote is only good for 24 hours

- 4
- Calls QSL with Customer decision

Key

Customer

Sales Analyst

Quick Service Lead

Machinists

Shipping

Quick Service Process-Machinists

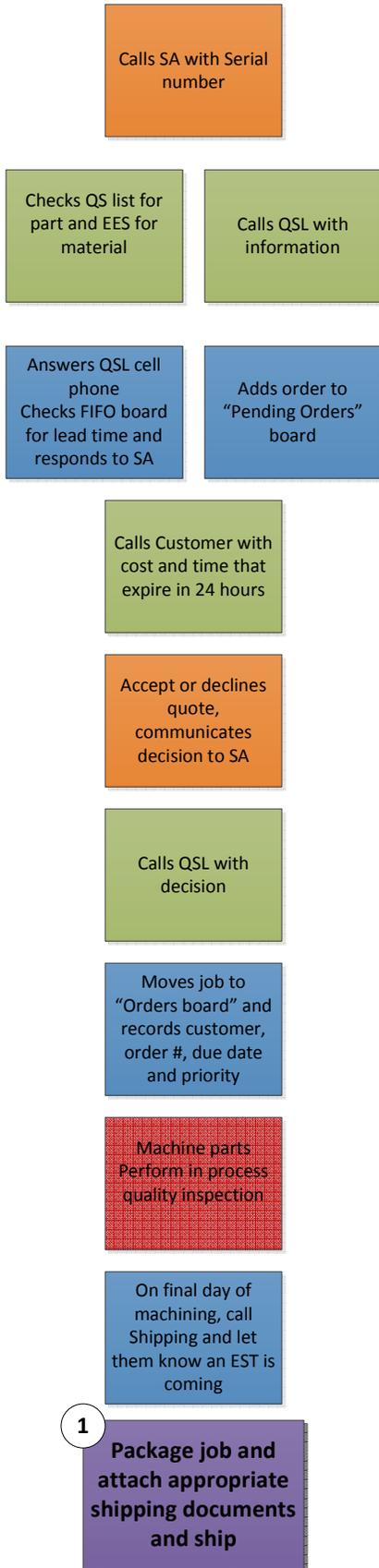


- 1
- Machine parts to spec
 - Perform in process quality inspection on each dimension on the part drawing, using the buddy system
 - Buddy system should involve one other qualified machinist in the cell, that signs off on the dimension
 - If there are dimensions that can't be verified in cell, find needed equipment and verify elsewhere
 - Upon completion of part, notify QSL

Key



Quick Service Process-Shipping



- 1
- Package job and attach appropriate shipping documents
 - Ship part using predetermined method
 - Part must be shipped that day

Key

