

## PREPARING TO SPEAK WITH DATA

1. What is the problem?
2. How often does it occur? (Chronic or Sporadic)
3. What has been done to address the problem to date? (Has there been a corrective action request, a work order, etc)
4. Why didn't that solution work long term? \*Ask Why 5 Times
5. Do you suspect this is a symptom of a deeper problem? \*Fishbone Diagram
6. What is the cost of doing nothing further? In terms of:
  - a. Uptime Est cost of Machine hour or sales \$ per hour
  - b. Material waste Cost of average blank size
  - c. Machine speed Loss from maximum capability in # pieces
  - d. Product quality % lost due to problem x cost of avg blank
  - e. Staff hours # on crew x wage x lost time
  - f. Safety # incidents likely (ask HR re \$/ incident)
  - g. Employee turnover ask HR, cost of hire & train a new employee
  - h. Other

*NOTE: even if it is only a few sheets, minutes, etc, this must be multiplied by the frequency over time. Example: an improvement that takes 2 minutes out of a set-up is multiplied by all like setups over a year and is likely many thousands saved and more jobs completed.*

7. What is the rough estimate of the cost of doing nothing?
8. What should be done to investigate further? \*TIMWOOD or A3 Report and PICK Chart
  - a. Who should be involved?
9. Summary: What is the problem costing now? (in \$ as well as safety risk, wasted time & effort)
  - a. What is the cost of the suggested solution?

\*TOOLS THAT MAY BE HELPFUL