



Hamilton Sundstrand

Rockford III

Visibility of Assembly Downtime Issues and Root Causes

About the Operation

The operation consists of 10 lines each with 5-8 assembly stations all with one common support group. The factory focuses on assembly and test of vital aeronautics components.

Challenge

Assembly station downtime due to material, engineering, and supervisory support is an on-going challenge for each of the assembly stations. A lack of data relating to the root cause of each downtime incident was considered an issue. Site Management had no way to accurately measure total downtime of each station and the reason associated with the downtime.

Solution

Hamilton Sundstrand implemented VersaCall's Reason Code Modules at each of the assembly stations which provided for the immediate communication of multiple support requests. The modules captured the time and reason associated with each support request to provide the root cause of time loss on the floor.

Benefit - *Direct Quote*

"The first week that we had the VersaCall system installed there were 250 calls placed to assembly support personnel from 5 modules, giving us our first look at the amount of downtime that we were facing. Using the reason code modules we are now able to view and quantify the root cause of our downtime. Knowing where our planned assembly time is going and having the ability to be proactive in reducing downtime incidents has become an invaluable asset to our operation. VersaCall is the most used tool at our assembly stations."