# ESAB CZ

# VAMBERK

# KVALITA

ESAB CZ, s.r.o., člen koncernu

# ZÁKLADNÍ PRAVIDLA

ZÁKAZNÍK POVÍDÁ,
MY NASLOUCHÁME

NEPŘETRŽITÉ
ZLEPŠOVÁNÍ

## KVALITA

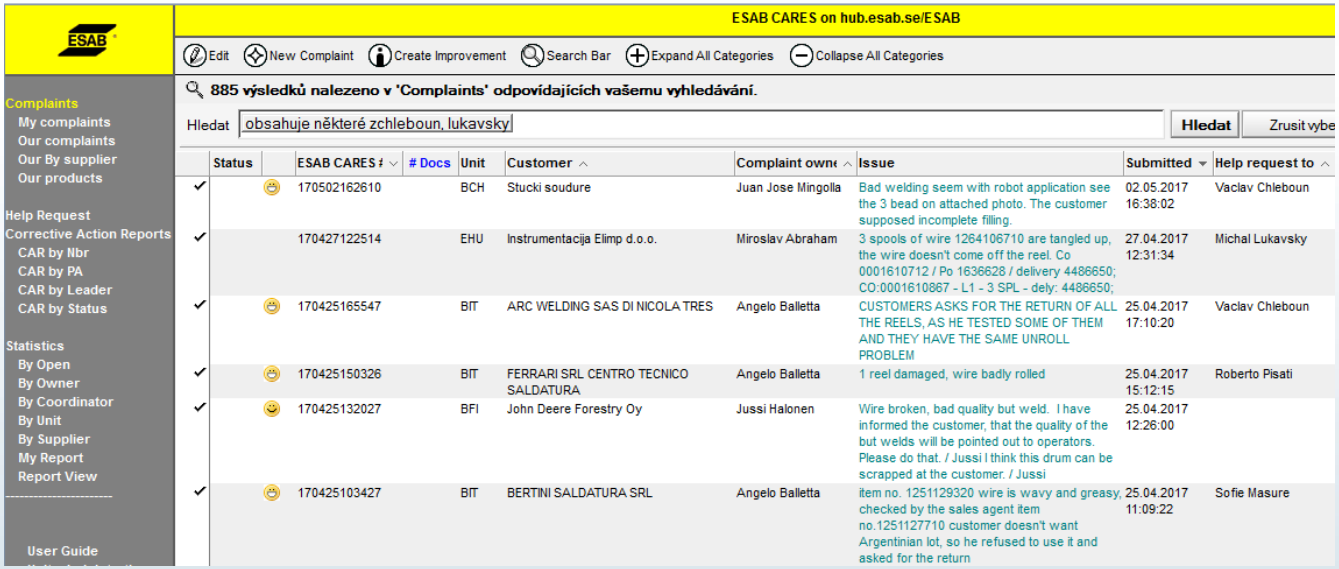
TÝMOVÁ
SPOLUPRÁCE

INOVACE

# ZÁKAZNÍK

ZÁKAZNÍK
POVÍDÁ
MY
NASLOUCHÁME

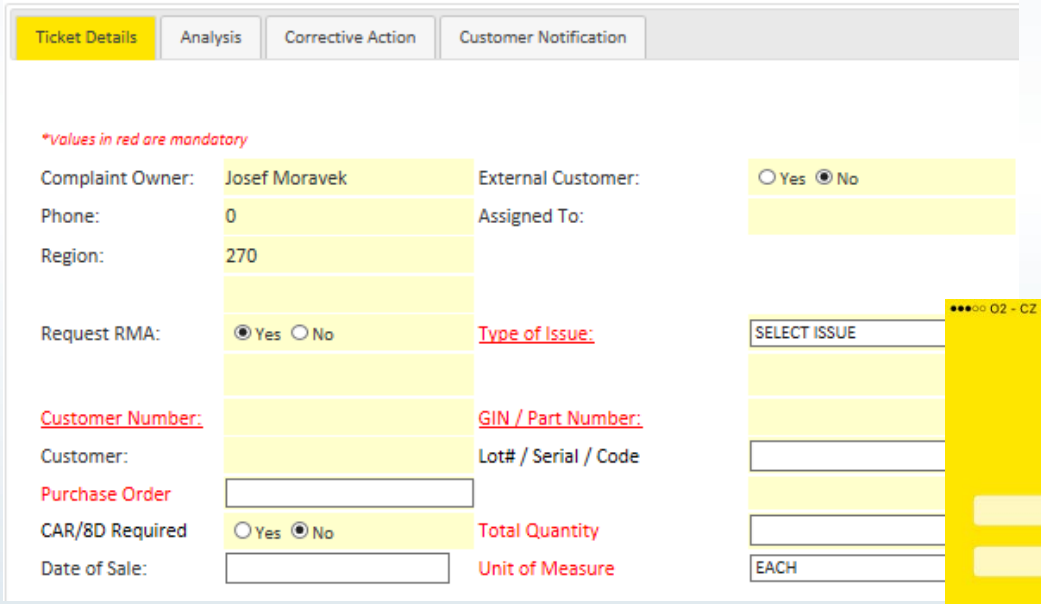
- Reklamace (ECARES - Rosetta)
- Pravidelné tel. hovory
- Zákaznické audity

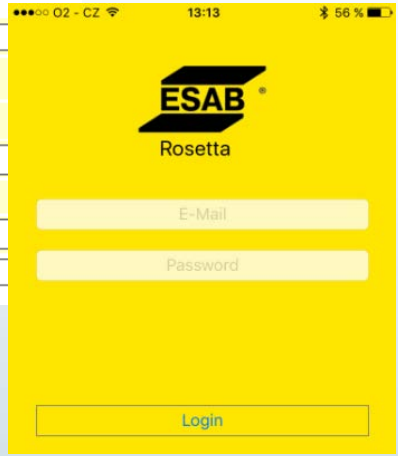


# ZÁKAZNÍK

ZÁKAZNÍK
POVÍDÁ
MY
NASLOUCHÁME

- Nový systém - Rosetta
- Mobilní aplikace - iOS
- Moderní prostředí

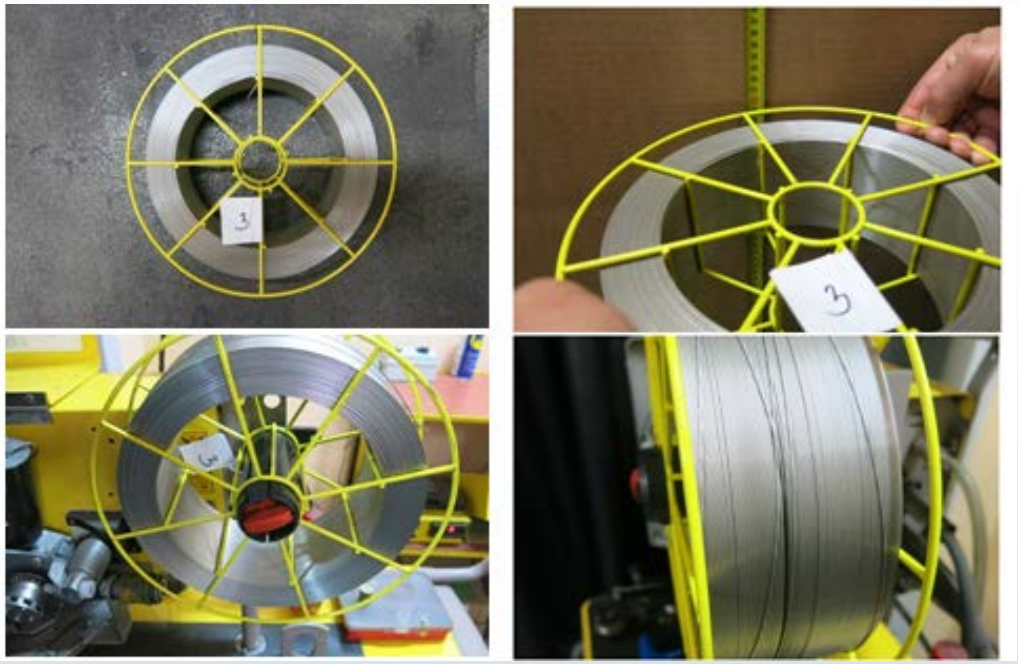


# ZÁKAZNÍK

ZÁKAZNÍK
POVÍDÁ
MY
NASLOUCHÁME

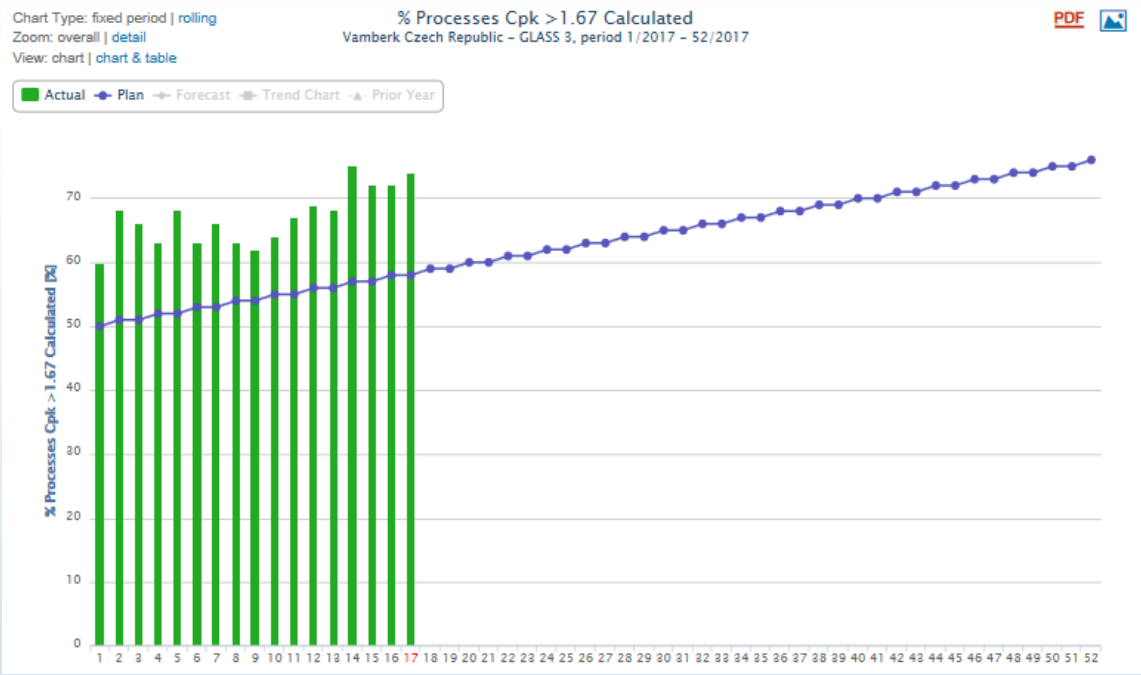
- Reklamace
- Zpětná vazba
- Školení prodejců
- Manuály



# NEPŘETRŽITÉ ZLEPŠOVÁNÍ

NEPŘETRŽITÉ ZLEPŠOVÁNÍ

- Zlepšit můžeme jen to co měříme (KPI)
- Detailní popis procesu změn
- Elektronická dokumentace



# NEPŘETRŽITÉ ZLEPŠOVÁNÍ

NEPŘETRŽITÉ ZLEPŠOVÁNÍ

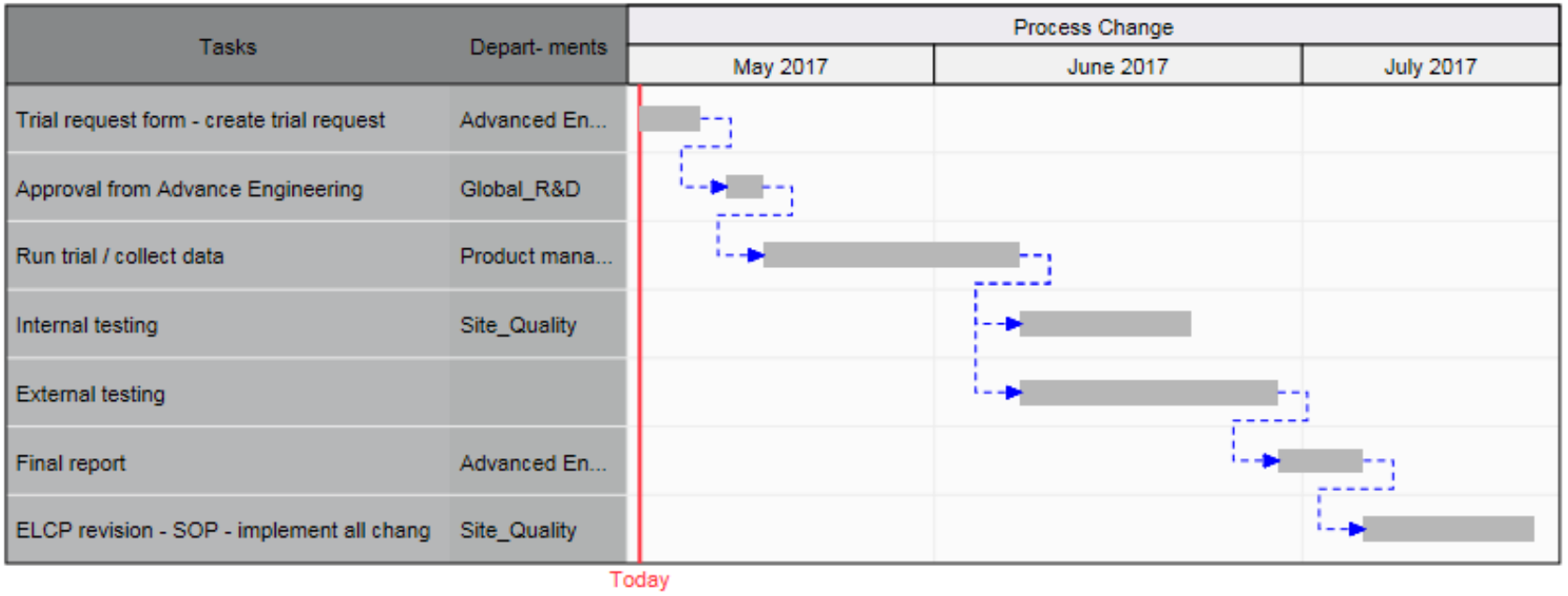
- KPI
- Pravidelné schůzky

| SAW - Process capability figures 2017 | | | | | | | | 16. week | | | 17. week | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| No. | Type of product | Line | Frequency | Parameter | Unit of measur | Number of results, last report | Limits | Target | Cp | Cpk/Ppk | Ppk | Cp | Cpk/Ppk | Ppk |
| 1 | Cu in the Coopering bath | L1 | weekly | Cu | g/l | | | | 1,7 | 1,7 | 1,22 | 1,85 | 1,72 | 1,31 |
| 2 | H2SO4 in the Coopering bath | L1 | weekly | H2SO4 | g/l | | | | 3,38 | 3,15 | 1,89 | 2,95 | 2,65 | 1,92 |
| 3 | Cu in the Coopering bath | L2 | weekly | Cu | g/l | | | | 1,69 | 1,45 | 1,22 | 1,76 | 1,65 | 1,39 |
| 4 | H2SO4 in the Coopering bath | L2 | weekly | H2SO4 | g/l | | | | 2,59 | 2,48 | 1,66 | 2,05 | 1,98 | 1,64 |
| 5 | Cu in the Coopering bath | L3 | weekly | Cu | g/l | | | | 2,12 | 2,04 | 1,41 | 2,16 | 2,06 | 1,39 |
| 6 | H2SO4 in the Coopering bath | L3 | weekly | H2SO4 | g/l | | | | 4,42 | 3,81 | 3 | 3,8 | 3,02 | 2,31 |
| 7 | Cu in the Coopering bath | L4 | weekly | Cu | g/l | | | | 1,79 | 1,53 | 1,38 | 1,82 | 1,56 | 1,41 |
| 8 | H2SO4 in the Coopering bath | L4 | weekly | H2SO4 | g/l | | | | 1,85 | 1,56 | 1,12 | 1,93 | 1,63 | 1,34 |
| 9 | Cu in the Coopering bath | L5 | weekly | Cu | g/l | | | | 1,68 | 1,57 | 1,39 | 1,79 | 1,69 | 1,46 |
| 10 | H2SO4 in the Coopering bath | L5 | weekly | H2SO4 | g/l | | | | 2,64 | 2,58 | 1,75 | 2,36 | 2,05 | 1,72 |
| 11 | Cu in the Coopering bath | L6 | weekly | Cu | g/l | | | | x | x | x | x | x | x |
| 12 | H2SO4 in the Coopering bath | L6 | weekly | H2SO4 | g/l | | | | x | x | x | x | x | x |
| 13 | Wire for Spool KS300 - OMAS | all | weekly | Tensile Str. | MPa | | | | 1,73 | 1,52 | 1,28 | 1,69 | 1,46 | 1,22 |
| 14 | Pickling / Pre-coating bath - BonderLube | all | weekly | Temp. | °C | | | | 4,19 | 3,88 | 3,44 | 3,95 | 3,68 | 2,98 |
| 15 | Pickling / Pre-coating bath - BonderLube | all | weekly | Conc. | g/l | | | | 4,24 | 3,9 | 1,59 | 4,31 | 3,95 | 1,76 |
| 16 | Pickling / Pre-coating bath - Borax | all | weekly | Temp. | °C | | | | 3,69 | 3,11 | 2,15 | 3,59 | 3,02 | 1,98 |
| 17 | Pickling / Pre-coating bath - Borax | all | weekly | Conc. | g/l | | | | 4,37 | 3,65 | 2,19 | 4,18 | 3,71 | 2,26 |
| | | | | | | | | | | | | | | |
| | | Color scale: | | Results ≥ 1,67 | | | Total [-]: | | 15 | 10 | 6 | 15 | 11 | 7 |
| | | | | 1,33 ≤ Result < 1,67 | | | | | 0 | 5 | 5 | 0 | 4 | 6 |
| | | | | Results < 1,33 | | | | | 0 | 0 | 4 | 0 | 0 | 2 |
| | | | | | | | ≥ 1,67 [%] | | 70,6% | | | 76,5% | | |
| | | | | | | | ≥ 1,33 [%] | | 100,0% | | | 100,0% | | |

# NEPŘETRŽITÉ ZLEPŠOVÁNÍ

NEPŘETRŽITÉ ZLEPŠOVÁNÍ

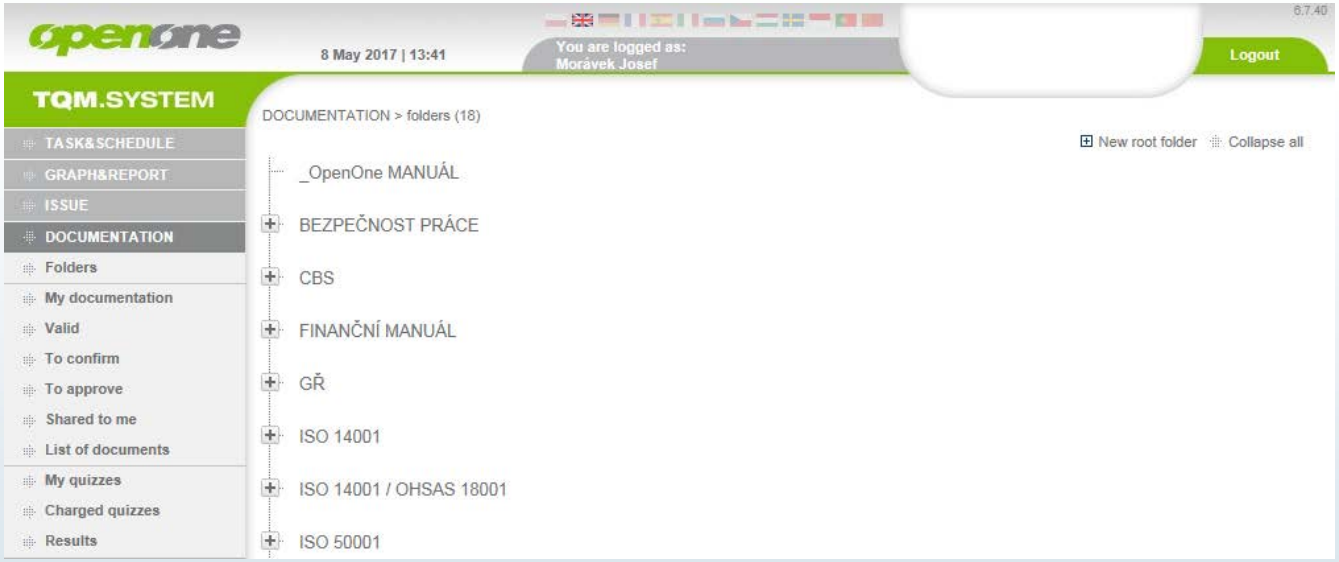
- Procesní změny
- Standardizovaný proces



# NEPŘETRŽITÉ ZLEPŠOVÁNÍ

NEPŘETRŽITÉ ZLEPŠOVÁNÍ

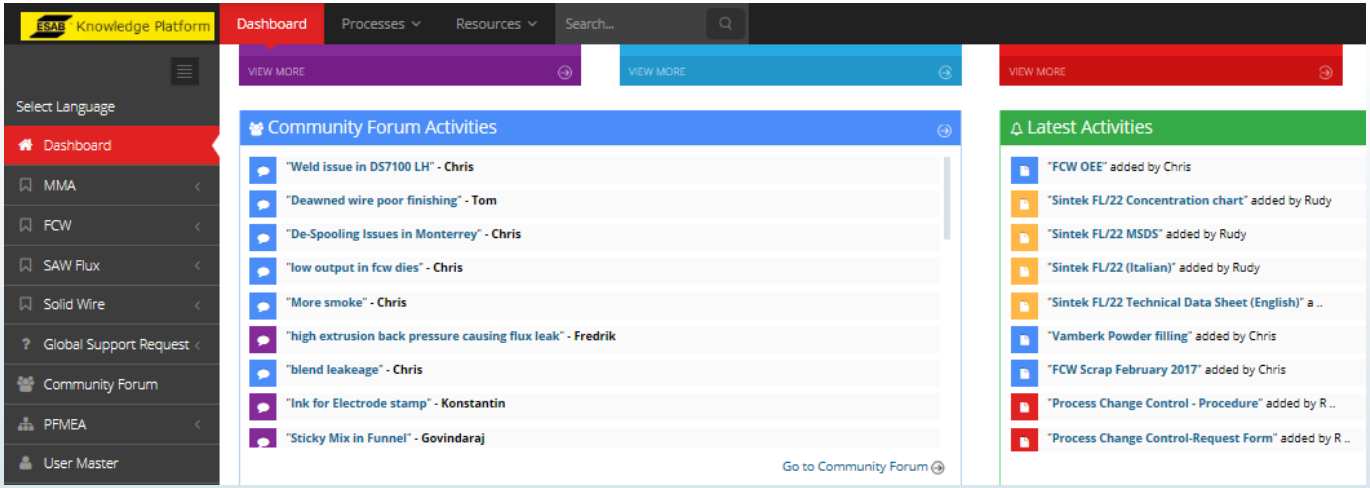
- Elektronická dokumentace
- Rychlé schvalovaní a distribuce
- Dostupnost
- Vždy aktuální



# INOVACE

INOVACE

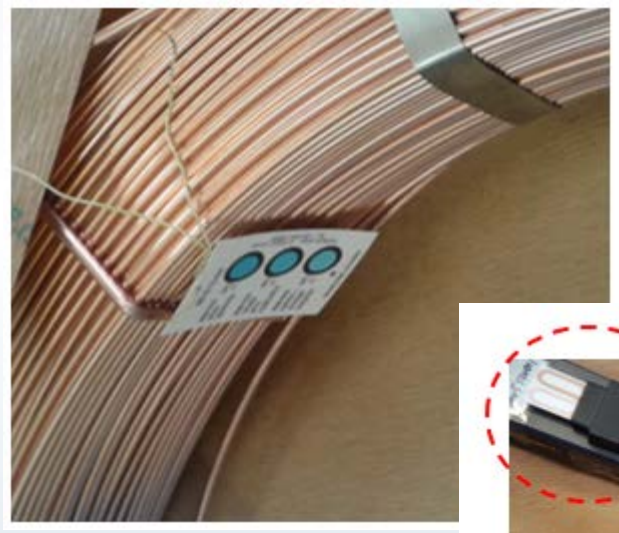
- Na základě KPI (Cpk > 1,67)
- Externích reklamací
- Interních auditů
- Globální databáze znalostí
- R&D

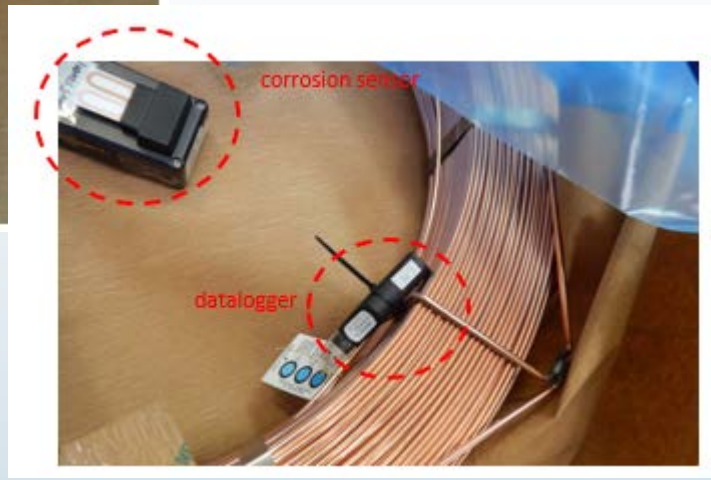


# INOVACE

INOVACE

- Zámořské balení - SAW
- Monitorování
- Spolupráce s externími odborníky





# INOVACE

INOVACE

- Laboratoře
- Mechanická zkušebna
- Audit – centrální lab. Goteborg

# INOVACE

INOVACE

- Nový tým – **Quality support**
- Chemik
- Svářeč
- NDT expert

# TÝMOVÁ SPOLUPRÁCE

INOVACE

- KAIZEN
- LSW

## Kaizen Event Charter

| Event Scope | | Leadership | | Schedule | |
|---|---|---|---|---|---|
| Value Stream | Yes | Executive Sponsor | John Hagen | Dates | 12. - 13. 5. 2015 |
| Event Name | Added value sales - Certificates 3.1 | | | | |
| Specific Conditions | | Value Stream Champion | Tomas Janecek | Start & End Times | 9:00 - 16:00 |
| Process Trigger | | Facilitator | David kren | Location | ESAB CZ, Vamberk, CR |
| First Step | Order receive | Team Leader | Josef Moravek | Interim Briefings | |
| Last Step | | | | Workforce Training | |
| Event Boundaries & Limitations | | Event Coordinator | Gabriela Tothova | Team Presentation | |

| | Event Drivers / Current State Issues |
|---|---|
| 1 | We fail to deliver certificate 3.1 together with goods |
| 2 | Lead time too long - 30 days |
| 3 | Lack of capacity in the welding shop |
| 4 | |
| 5 | |

| | Event Goals and Objectives |
|---|---|
| 1 | Certificate 3.1 with final goods - always |
| 2 | Lead time > 10 days |
| 3 | |
| 4 | |
| 5 | |

| | Potential Deliverables |
|---|---|
| 1 | Happy customer |
| 2 | Business growing - high potential |
| 3 | Priority for segment E and D |
| 4 | Central testing lab for EMEAR in ESAB CZ |
| 5 | |

| | Team Members | | |
|---|---|---|---|
| | Function | Name | |
| 1 | Quality director ESAB CZ | Josef Moravek | |
| 2 | Sales and Marketing Director | Pavel Stehlik | |
| 3 | Manager of Mechnical Laboratory and Weldingshop | Tomas Zavadil | |
| 4 | CBS Manager | David Kren | |
| 5 | CZB and SKB Order Desk Manager | Jiri Vavruska | |
| 6 | CSD Manager | Monika Tomala | |
| 7 | Sales & Marketing Director Eastern Europe | Michal Kozlowski | |
| 8 | | Budapest - planner | T.Janecek nominate |
| 9 | | | |
| 10 | | | |

| | On-Call Support | | |
|---|---|---|---|
| | Function | Name | |
| 1 | Director Supply Chain Europe&Russia | Tomas Janecek | |
| 2 | VP Global Quality and EHS | John Hagen | |
| 3 | Quality Leader EMEAR | Milan Macek | |
| 4 | | | |

# DĚKUJI

# ZA POZORNOST

esab.com