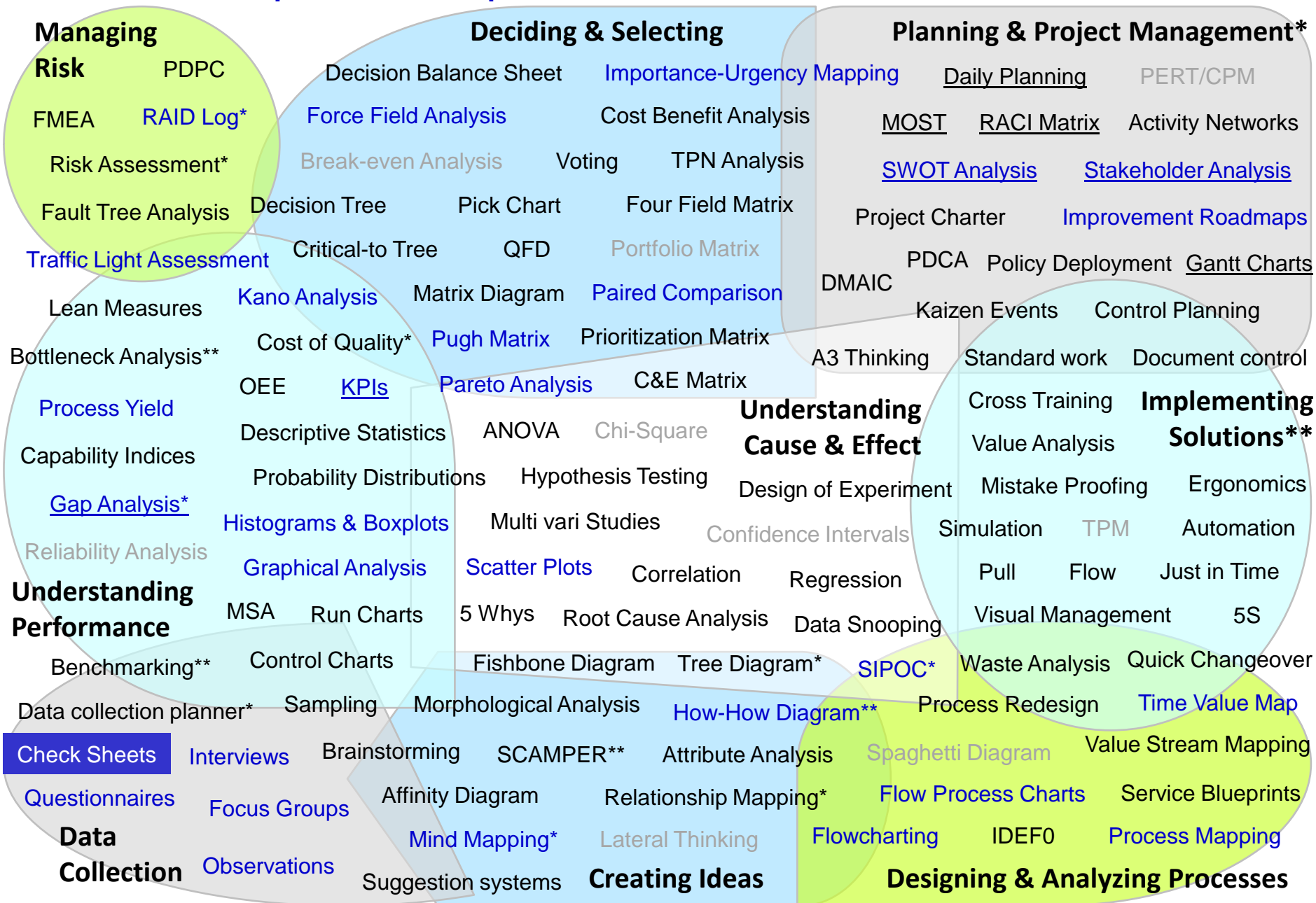


# Continuous Improvement Toolkit

## Check Sheets

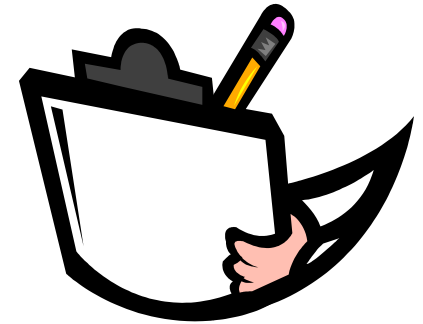


# The Continuous Improvement Map



# - Check Sheets

- ❑ Manual data collection forms.
- ❑ Used to collect data in real time at the location where the data is generated.
- ❑ It could be used on a temporary basis (projects) or be established for routine activities.
- ❑ **Benefits:**
  - Enable faster capturing and compiling of data.
  - Allow the data to be recorded in a consistent manner.
  - Enable capturing essential contextual and descriptive information that otherwise may be overlooked or forgotten.



# - Check Sheets

## Types:

- ❑ **Failure Check Sheets:** used for collecting failure information at specific process steps.
- ❑ **Visual Check Sheets (Measles Charts):** use pictures of the process or product to record where an event occurred.
- ❑ **Traveler Check Sheets:**
  - A traveler check sheet stays with the product or service throughout the entire process
  - Used when collecting process lead times.
- ❑ **Tally Charts.**
- ❑ **Checklists.**



# - Check Sheets

## Tally Charts:

- ❑ Tables that record the frequency with which different events are observed.
- ❑ The collected data is quickly understood as it is displayed in an easy-to-count groups of five.
- ❑ **Common applications:**
  - Capturing data related to customer complaints
  - Counting the defects produced by any single machine.

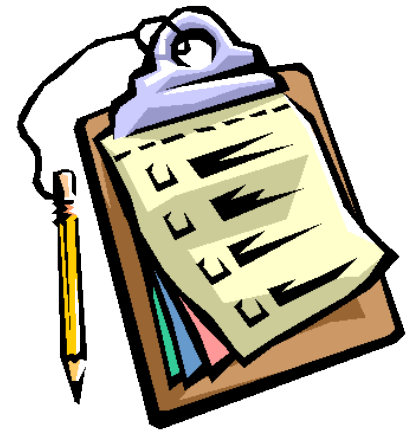
	1	2	3	4	5
A	//		///	/	
B	/	//	////	///	//
C		/	/		
D	//		//		/

Defect	Tallies	Total
Defect 1	### III	8
Defect 2	///	3
Defect 3	###	5
Defect 4	### ### III	13

# - Check Sheets

## Checklists:

- ❑ A checklist is simply a list of tasks to be performed.
- ❑ It includes small check boxes next to each task.
- ❑ Listed items are ticked off as they are executed or when they are available.
- ❑ It compensates for the limitation of human memory and attention.
  
- ❑ **Common examples:**
  - To-do lists.
  - Safety checklists.
  - 5S checklists.



# - Check Sheets

## Measles Charts:

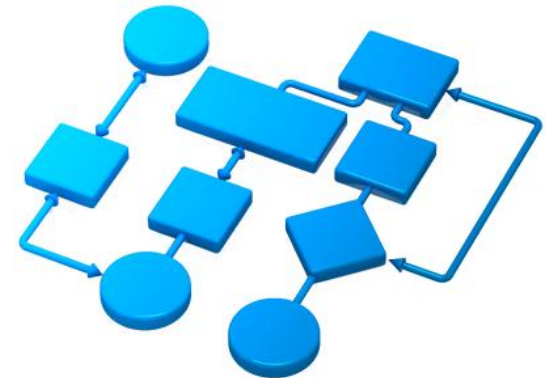
- ❑ Practical visual tools for collecting data.
- ❑ They simply show the failures or events on a drawing or a picture.
- ❑ They help analyzing the location and the density of failures or events in a product or a process.
- ❑ They answer the question: “where the failures are located” or “where the events took place?”.
- ❑ **Common examples:**
  - Defect locations in a product.
  - Most confusing sections in a returned application.



# - Check Sheets

## How to Construct a Check Sheet:

- ❑ Specify the data to be collected and the factors to be included.
- ❑ Determine the appropriate time period to collect the data.
- ❑ Simply list the issues you are tracking and leave space to allow writing whenever someone finds an issue or failure.
- ❑ Add columns as needed for other data, such as delay times, defects, etc.
- ❑ Try it first.
- ❑ Encourage recording contextual data for tractability (dates, names, etc.).





# - Check Sheets

## Example - Incoming Material Inspection Form:

Material Inspection Form						
Coil #	Supplier	Scratch	Dent	Pin hole	Other	Date Inspected
110424	Hydro					
310424	Alcan	X			X	
310426	Alcan		X			
110436	Hydro				X	
200122	Wise		X	X		
410351	Novelis					
201133	Wise			X		
200292	Wise	X		X		

# - Check Sheets

## Example – Traveler Check Sheet:

Online Ordering Process		
Order #:	_____	Customer location: _____
Order:	_____	
Payment amount:	_____	Date: _____
Process Step	Time	Issues
Order Taking	2.25 minutes	
Order Preparation	6.50 minutes	
Order Packing	1.75 minutes	
Delivery	14.3 minutes	