

Hycrome (Europe) Ltd | Case Study

Knowledge Transfer at Hycrome (Europe) Ltd



NEEDS

- Complex documentation for each job resulted in variable quality in final painting. There were unacceptable levels of customer returns and failures in final inspection.

APPROACH

- Classroom training in creating and maintaining visual standards.
- Guidance and templates provided for the Paint Shop Manager to develop initial standards
- Train paint shop employees in the use of visual standards
- Self-sustaining capability to expand visual standards across all works

RESULT

- Simple visual standards on laminated sheets
- Involvement of shop floor employees in developing standards.
- Simplification of documentation
- Reduced cost of quality through reduced customer returns.
- Focus on built in quality rather than final inspection.

“The introduction of Standard Operations ... has been a very effective solution to the repeat minor non-conformances. As a result, we have also adopted the same process in the other areas of our business”

John Roche, Quality Manager, Hycrome Europe



What is an Operational Control Room?

The Operational Control Room is the nerve centre of the business. Used daily for operational management and monitoring daily progress of the business improvement plans. It is a focal point to maintain the business team consensus. Used to visually display business performance and communicate plans and performance.

The Approach

The primary goal was to establish capability to convert common and standard activities within the individual works orders into simple visual standards reducing the size and complexity of works order documentation.

DEVELOP

- ▶ Classroom training in the importance of standards and worked examples of simple methods for creating and maintaining visual standards.

DEPLOY

- ▶ Guidance and templates provided for the Paint Shop Manager to develop initial standards to implement the training materials and knowledge.
- ▶ Train paint shop employees in the use of the initial visual standards and changes in documentation.

MEASURE AND SUSTAIN

- ▶ Self-sustaining capability to expand visual standards across all work orders.

The Results

- ▶ Simple visual standards on laminated sheets to guide employees on quality checks and standards
- ▶ Involvement of shop floor employees in developing and defining standards.
- ▶ Simplification of documentation focused on specifications and specific activities for that particular works order.
- ▶ Reduced cost of quality through reduced customer returns and focus on built in quality rather than final inspection.

HYCROME (EUROPE) LIMITED

Case Study Summary

Industry

Aerospace, Oil & Gas,
Pharmaceutical,
Power Generation

Client Overview

Hycrome Europe, part of the Score Group, are engineering specialists for machining, grinding, coatings and surface treatments primarily working in the aerospace and petrochemical industry sectors. They specialise in turbine blade manufacture and repair for aero-engines and pumping systems.

Location

Burnley, Lancashire

Website

www.hycrome.com

For more information contact:

Telephone **+44(0) 1772 336 944**

Email **sales@redthorn.com**

Website **redthorn.com**