



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Improving Process for Muhran Spare Parts

1. Introduction:

Muhren Spares has always kept on the cutting edge of technology and seen to be leaders in our field of development, and we are investigating the opportunities that may exist by assisting a Frankfurt-based German car spares company in a distribution operation which is vital to all its customers.

The two sister companies that support the leading distributors are the production and packing team in Barcelona, Spain, Espadrille workshops, and the marketing and communications team located in Milan, Italy, Al Forno Voce.

The roles undertaken within the co-operative are that AL Forno Voce collects in the requests for sales, typically this is done through email, but some traditionalists still believe in sending handwritten requests Muhren Spares.

The requests are then passed through to Espadrille Workshops who make the bespoke products before sending them for distribution by Muhren Spares with their express delivery service.

There are six stages to cover the end-to-end process to obtain product requests, manufacturing, quality assurance, and distribution.

The project is to how to resource the company processes better, manage the risk behind an improvement/learning project, and finally, time management to deliver the product outputs.

This project has been allocated a timescale of six months to be completed with the deliverables expected as per this request.

The budget is a little tight for this timescale as well, as your project has been allocated a total budget of \$125k.

Our company received this project proposal to assess and study it and return with two working weeks, and I was assigned as the project manager to evaluate the project and find out the weakness in the process and estimate the improvements add.

2. Project Assessment:

Muhan Spare's operations fall into six phases that cover the end-to-end process to obtain product request, manufacturing, quality assurance, and finally, distribution.

In Request handling, Muhran has requested us if we can help modify the Alforno Voce's system to increase the throughput into the second stages. Alforno Voce's team has low productivity in analyzing handwritten requests compering to electronic submissions. The throughput deliveries for handwritten is around 5-10 hours per terminal, but the electronic throughput deliveries are 20-30 terminals, knowing that there are six terminals for electronic receipts and two further for handwritten requests.

Also, for the recruits in Alforno Voce to get trained, it will take 20 days on the job training before handling the handwritten materials, although the new employee will take five weeks to know that role.

In product Production, Muhran has requested to see how we can increase production volume and ensure that the quality assurance is carried out successfully to minimize waste. Espadrille team has communication issues between production engineers and the quality-assured team, low throughput due to inspection rate, and overstretched production engineers.

In Deburring and Packages, Muhran requested to find a way to increase the process in this area, reducing the strain on the rest of the whole delivery and manufacturing system.

3. Risk Assessment:

There are minimal threats will be as following:

3.1 Time:

Time cost in training the teams on new machines. Finding skilled labor will decrease the time pact.

3.2 Communication

Communication issues between production team and delivery team.

3.3 Operation time

Operation time during high pressure will affect the engineer and labor.

3.4 Stakeholder

Discrepancy between the stakeholder will affect the project.

On the other hand, there is a high outcome of opportunities, will be as following:

- Providing high-quality deburring and packages.
- increases in the throughput of products.

4. Risk Register:

Risk Register						
ID	Risk Description	Owner	Assessment		Response	Action Plan
			Probability	Impact		
0	<i>If the risk is not described in sufficient detail then the Project Sponsor is unlikely to provide the relevant contingency meaning there will be no financial and non financial support available for this risk</i>	ME	High	Medium	Reduce	<i>Ensure that sufficient detail has been understood for the risk and present this to the Project Sponsor prior to publication to ensure satisfaction and clarity of understanding</i>
1	Specification data sheet for old deburring machinery not provided.	Prod. M	Medium	Low	Accept	To ensure all documentation for new machinery is sort it and saved in soft and hard copies.
2	Conflict with Production manager regarding the location design layout for the new machinery.	Prod. M	High	High	Transfer	Location Layout prepared depend on the site location and the size of the new machines, location suggested by production manager is so small and don't have enough ventilation.
3	Purchasing orders for the machinery is not yet submitted. It will effect performance and KPI percentages.	Contractor	Medium	Medium	Reduce	Contractor to submit all purchasing orders for the machinery for further processing.