

The analyze stage -- general electric

Business



The Analyze Stage- General Electric al Affiliation The Value Analysis at General Electric pursues two objectives: maximizes the utility offered by the service or product provided by the company. Additionally, the analysis eliminates or minimizes wastes. At this point, the value content of General Electric products or processes realized by clients is defined. Using the user's value definition as a filter, the components of the products or the procedures in production or delivery process are classified as non-value added or value added. The goal of General Electric is to eliminate the non-value parameters by re-engineering the process or product's design. Equally important, the company considers substituting the functional equivalent elements for the value-added of the process design. Consequently, the substitution is justified when the element's functionality is enhanced or reduced at a minimized expense to the manufacturer(" General Electric", 2014). The Value Analysis is applicable to the redesign of the processes, services, and products. In product design, the bill of materials for products offers the necessary component's list. In service delivery and production process, the individual tasks carried out to attain the final objective tends to be sufficient, the process or product's element is pointed out and then classified. The company then operationally defines the value within the framework that is established by the process or product under analysis. Using the definition each function is put under analysis to find out if it adds value or not. The figure below shows the value stream map. Flow Chart enables the company to see the entire system from the beginning to the end. The Value added activities includes the patient's willingness to pay for the products and services, activities that change the function, fit or form of the service, and are performed during the first time. The non-added activities include the

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process of unloading a truck. 2. The variation of General Electric comes when their client notices a difference from a single item to the other, and the difference in processes. The six sigma is meant to minimize the variation for the purpose of repeatable results. The figure below shows the reduced variation and center process where the clients feel the difference in processes above the mean. The elements of waste include transportation and motion, overproduction, waiting time and inventory, and over processing and defects. There is waste in transportation and motion due to lower productivity, longer lead times, and possible part damage. The waste is related to badly designed process, poor housekeeping, and sharing of equipment. Overproduction is a waste for General Electric because of high defects and shortages, difficult in identifying the cause of problems, and consuming raw material ahead of necessities. Over processing, is a waste because it consumes resources, increases time of production, reduces the returns on the employed resources, and increases the product cost. 3. We started with the analysis of the cause and effect analysis in finding out the causes that give an impact on the projects that are carried out at General Electric. The activities were conducted using the Cause and Effect Diagram to come up with a matrix. The performance trend prior to the improvement is as shown below. The fishbone diagram is Analysis was done for every problem. The validation processes were selected and then verified. The activities made sure that the causes were broken down into explicit elements therefore obtaining the absolute and correct causes for improvement than implementing the actions really helped. The table below provides an overview of the why analysis

| Root Cause | Reason 1 | Reason 2 | Reason 3 | Reason 4 | Actionable |
|------------------------|------------------------------------|----------|----------|----------|------------|
| Poor Service Catalogue | The clients are not informed of GE | | | | |

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servicesThe Service Catalogue is not well communicatedCatalogue is not validatedN/AProper communication Validate and Define GE catalogueService unavailabilityMachine and Service DownService Malfunction and Hardware FailureWrong Configuration and Maintenance IssuesNot well trained Users. Out of budgetProvide configuration to clientsUser Knowledge on GE products and serviceLack of Manual, Clients have insufficient knowledgeIgnoranceNo Training, and Not well defined processesN/AValidate the company's processesInefficient ProcessesA lot of processes in placeUnsuitability of processesNo standard processes at handProcess not well validated and definedValidate and defined GE core processesReferenceGeneral Electric (n. d.). What is Six Sigma? The Roadmap to Customer Impact. Retrieved June 13, 2014, from <http://www.ge.com/sixsigma/SixSigma.pdf>