



RICOH
imagine. change.

Presented by Gift &
Machi

Career Training in Thailand

- **Time** : 17- 27 March, 2014
- **Company** : Ricoh Manufacturing Thailand (Ltd.)
- **Section** : QC section
- **Training students** :
 - Machi Okuda
 - Siriphorn Kamsiriphiman (G)



Outline

1. About RICOH company
2. About QC section training
3. MUDA & KAIZEN
4. Our Impression



About RICOH company

- Main Business products such as
 - MFPs (Multifunctional printers)
 - Laser printer
 - Scanners
 - Personal computers
 - Digital camera
 - etc.





RICOH's line



RICOH's line

Outside

Supplier
vender

Inventory
Acceptance

QC section
(IQC)

Shipment

QA
section

Production
section

Customer

What



Why



How

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Example of NG in QC section

Created: 10/03/2014 14:40:33 by: Pramuk Sanguanchue/RMT
 Last updated: 17/03/2014 22:08:44 by: Katsuya Amikura/RMT
 Additional Authors: RMT QC Sec

Parts Problem No. T13B1936 [Editing Answer](#)

To: **Supplier via RMT Purchasing Dep**
 The following part problem occurred. Please take action to
 implement preventive countermeasures.
 Answer Due Date: 31/03/2014 DD/MM/YYYY
[Request Answer Again](#)

Subject: **Dimension Defective**
 Category: Parts Inspection

Supplier	Shin Heung Co., Ltd.	Supplier code	0100
Received Qty	600	Received Date	08/03/14
AIS No	366543000	Order No	T1A
Occurred at	Parts Inspection	Inspection Date	10/03/14

Reject content (Problem)	<input checked="" type="radio"/> Problem <input type="radio"/> Information only There are 2 Problems in this Part ;
	1. "Dimension Over Spec" at position D-3 in DWG. NG
	Spec $\varnothing 0.2$ A-B C 24 ± 0.1 $23.90 \sim 24.10$ Act 24.26 Max
	2. "Dimension Lower Spec" at position D-10 in DWG.
	Spec $\varnothing 0.2$ A-B C 24 ± 0.1 $23.90 \sim 24.10$ Act 23.88 Max



Characteristics of NG (No good)

- Dimension Defective → Cannot assemble to other component
 - Dimension is not in suitable height (23.90 μ M -

Part # 24.10	Part Name	BRACKET:DRIVEN
Model		
Supplier		

Require QC section to separate NG from good part : **Sorting**

Reject content (Problem)

Problem Information only

There are 2 Problems in this Part ;

1. **"Dimension Over Spec"** at position D-3 in DWG. NG = 17/20

Spec	\varnothing	0.2	A-B	C	24 \pm 0.1	<u>23.90 ~ 24.10</u>
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Act 24.26 Max

2. **"Dimension Lower Spec"** at position D-10 in DWG. NG = 17/20

Spec	\varnothing	0.2	A-B	C	24 \pm 0.1	<u>23.90 ~ 24.10</u>
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Act 23.88 Max

line ?

Part No. #2		RICOH	
B			
Name Giff		Time	
Date 24.8.57		12:22	

No.	Measure	Data	Deduction	No.	Measure	Data	Deduction
①	15.275	0		⑪	20.04	0	
②	16.821	0		⑫	75.86	0	
③	21.980	0		⑬	121.96	0	
④	24.617	0		⑭	35.85	0	
⑤	46.807	0		⑮	87.92	0	
⑥	27.886	0		⑯	40.64	0	
⑦	36.232	0		⑰	20.79	0	
⑧	20.832 , 39.816	0		⑱	20.17	Δ	
⑨	48.332	0		⑳	36.13	0	
⑩	9.785	0					

Work Confirmation	Deduction
Cleaning	Clean twice
Point zero Confirmation	
Cleaning	M25 : paper clean miss method.
Score	96.5 / 100

B		RICOH	
Name Machi		Time	
Date 24.8.57		14:53	

No.	Measure	Data	Deduction	No.	Measure	Data	Deduction
①	15.275	0		⑪	20.04	0	
②	18.822	0		⑫	75.96	0	
③	21.981	0		⑬	121.96	0	
④	24.619	0		⑭	35.87	0	
⑤	48.907	0		⑮	87.92	0	
⑥	27.895	0		⑯	40.63	0	
⑦	36.231	0		⑰	20.81	0	
⑧	39.814	0		⑱	20.17	0	
⑨	48.330	0		⑳	36.08	0	
⑩	9.782	0					

Work Confirmation	Deduction
Cleaning	
Point zero Confirmation	4 min.
Cleaning	-1 Master cleaning : Don't touch check point after clea
Score	85.5 / 100

What did we do in QC section line ?



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Example of MUDA in QC section

M160 2264

MUDA & KAIZEN

- MUDA

Who is using the file now

→ slow

Where????



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Thank you for everything

!

