



FLUKE®

Reliability

How a defect elimination
program works and why
it could work for you

Michelle Ledet Henley

Accelix™
Webinar Series



Michelle Ledet Henley

President

TMG Frontline Solutions, LLC

The Manufacturing Game[®]

Michelle Ledet Henley is President of TMG Frontline Solutions, where she has spent the past 25 years helping organizations navigate organizational change using a game-based simulation.

Her enthusiastic facilitation style, along with an innovative workshop design, bring even the most skeptical workers energetically onboard with their site's reliability improvement efforts.

Henley is the co-author of the book *Level 5 - Leadership at Work*, the sequel to the popular *Don't Just Fix It, Improve It*. She is a thought leader on the emerging and often misunderstood topic of defect elimination.

Our workshops, including The Manufacturing Game[®], The OilPro Game[®], and The Defect Elimination Game[®], provide a simulated environment that allows site personnel to take reliability initiatives for a “test drive”.

By compressing time and space, these hands-on, exciting events let the participants live the change envisioned by the initiative designers, experience the pitfalls, taste the fruits of success and most importantly discover and embrace their personal role in the entire process.

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What is a Defect?

Anything that erodes value,
reduces production, compromises
Health Safety or Environmental
performance, or creates waste

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Sources of Defects



Raw Materials



Operational Discipline



Workmanship



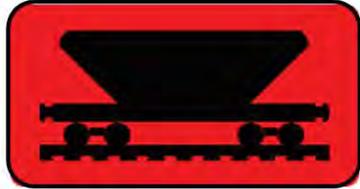
Quality Materials



Design

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Sources of Defects



Raw Materials

Off spec material, corrosive agents, contaminants...



Operational Discipline



Workmanship



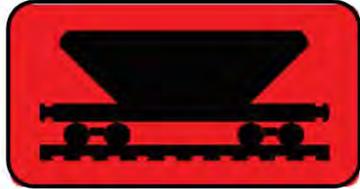
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Operational Discipline

Misoperation, running outside of specs, cavitation...



Workmanship



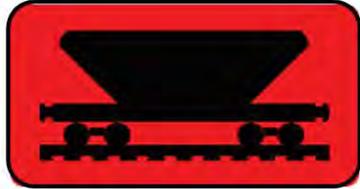
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Workmanship

Missing skills, lack of tools, inadequate procedures...



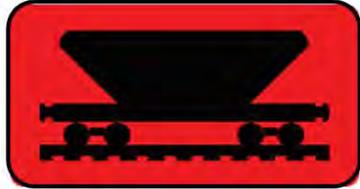
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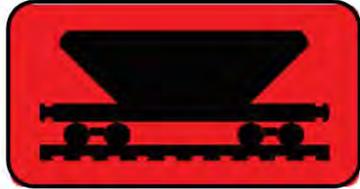
Improper storage, poorly manufactured, expired...



Design

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Quality Materials

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Design

Undersized, difficult to operate, difficult to maintain...

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Equipment History
control valve positioner
malfunctioned every few months

More Efficient Work

Determine
Interval

Pre-order
Parts

Receive &
Kit Parts

Schedule
Work

Equipment History

control valve positioner
had not failed in 3 years



Eliminate
SOURCE
of Defect:

Excess heat

Less Work



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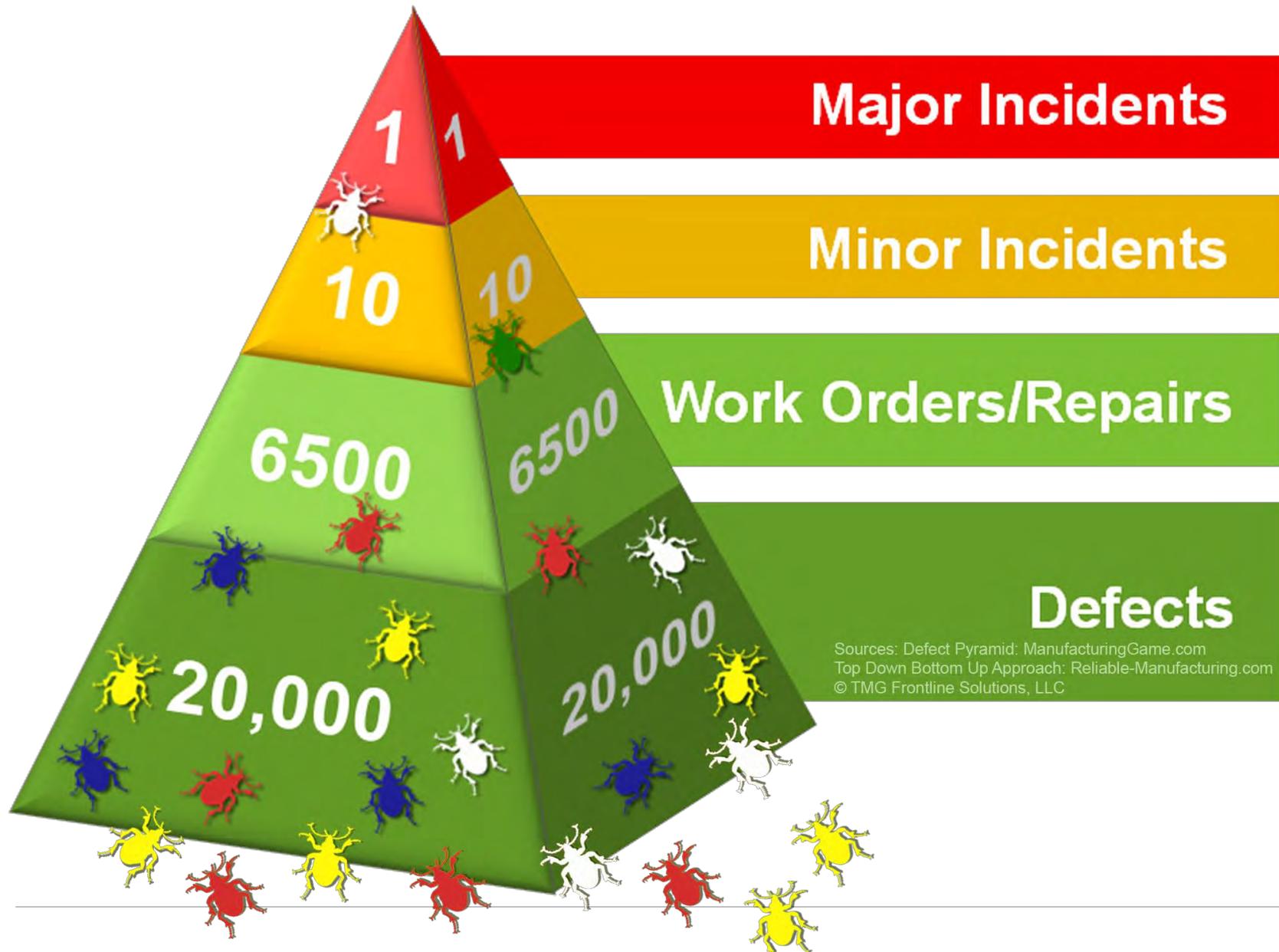


How involved your front-line workers in reliability improvements?

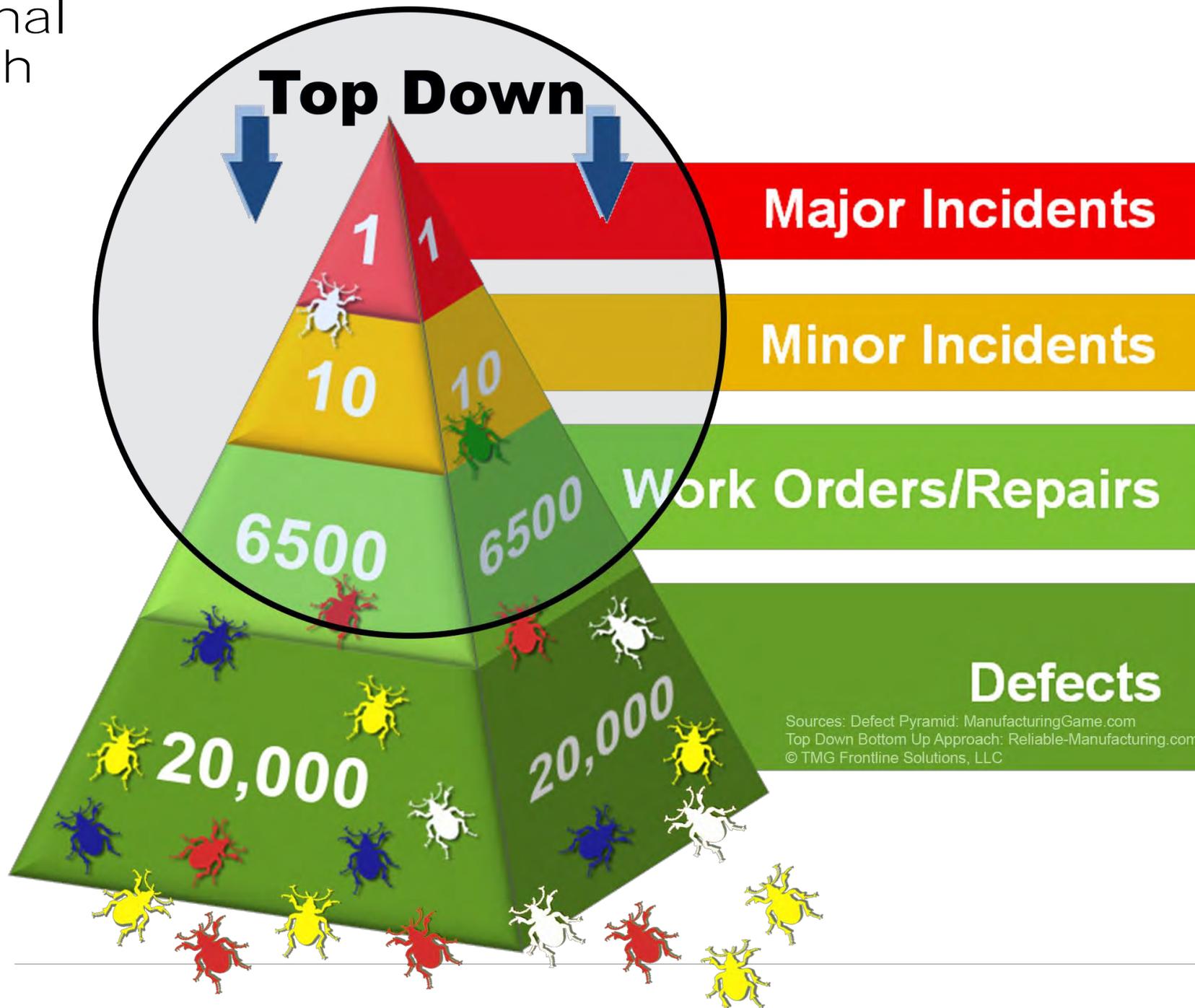
(Click only one answer)

- **Very:** They are frequently involved on a regular basis.
- **Somewhat:** They are occasionally involved.
- **Not much:** They are not often involved.
- **Never:** They are focused on corrective work and scheduled PMs.

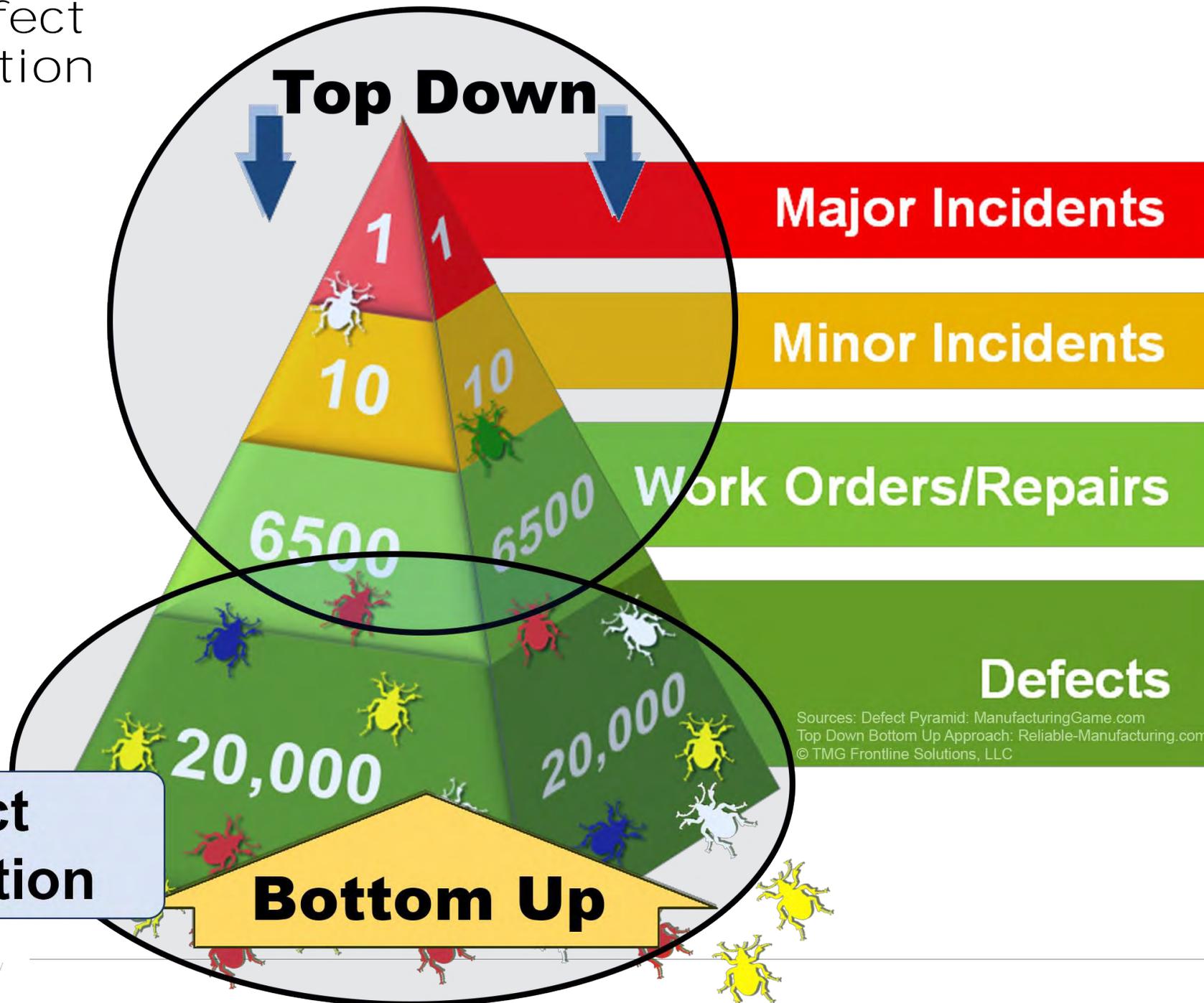
Reliability Incidents



Traditional Approach



Add Defect Elimination



Defect Elimination

Bottom Up

Defect Elimination Process

PROCESS



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PROCESS

- Find a defect
- Verify that it fits boundaries
- Assemble x-functional team
- Look for defect sources
- Eliminate the defect
- Document the improvement
- Track the savings
- Tell the stories



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Defect Elimination Process

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Simple ≠ Easy



Remember,
buy low and
sell high
~WB

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What is your primary challenge with implementing reliability improvements? (Click only one answer)

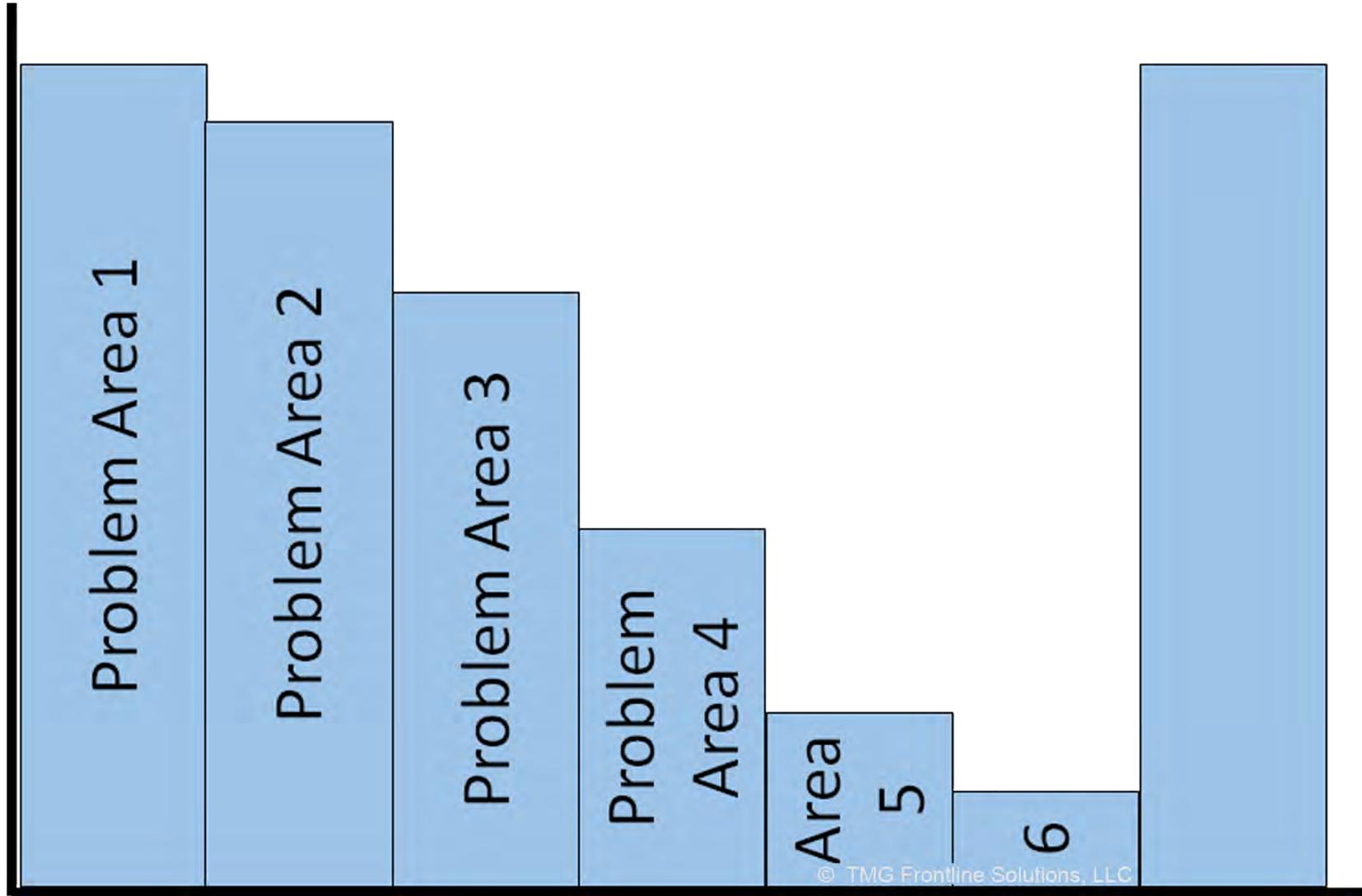
- Management support (funding and other)
- Lack of technical knowledge or skills
- Too busy with reactive work
- Availability of the equipment
- Other/not sure

Common Pitfalls

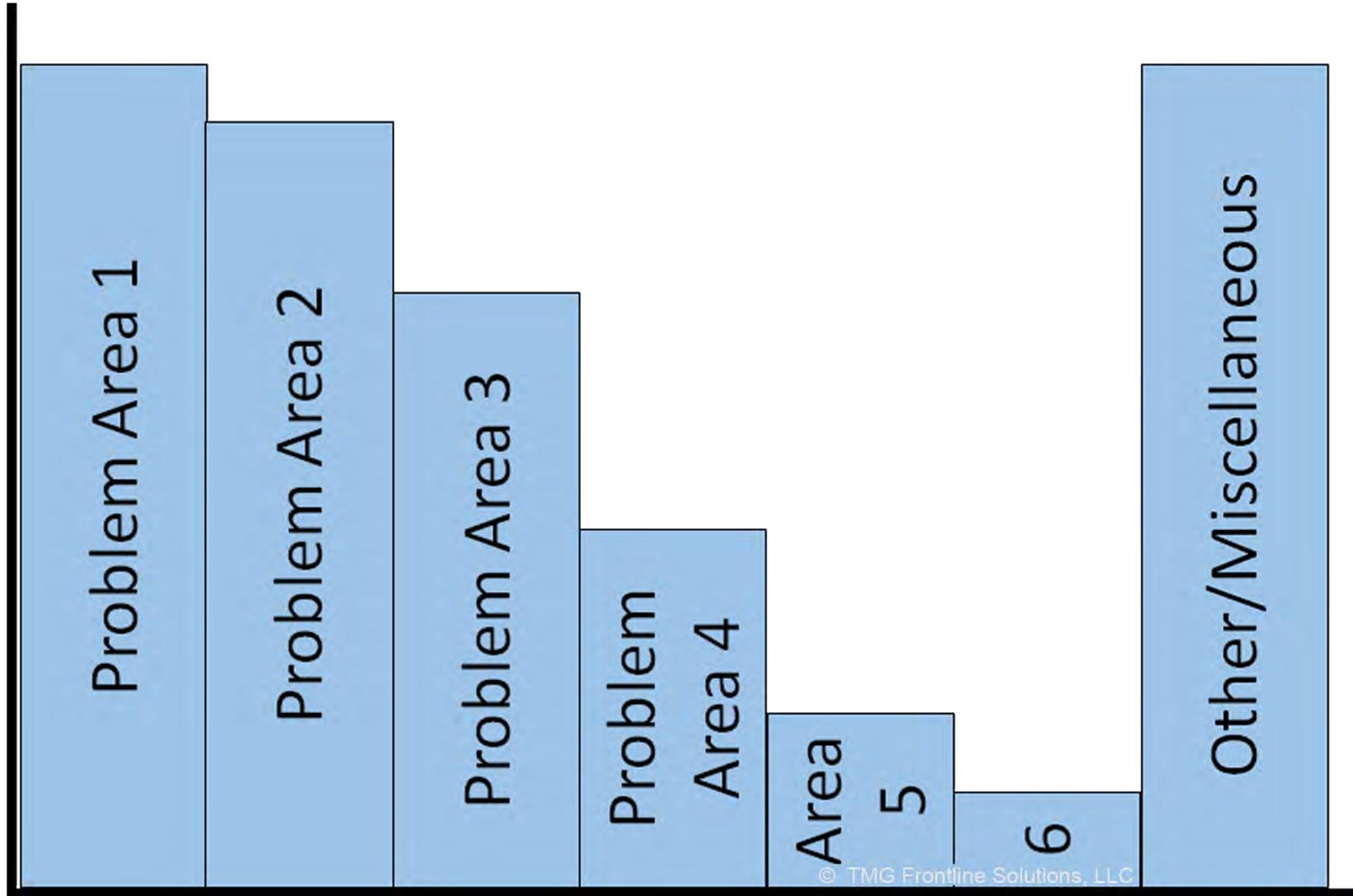
- Projects are too big



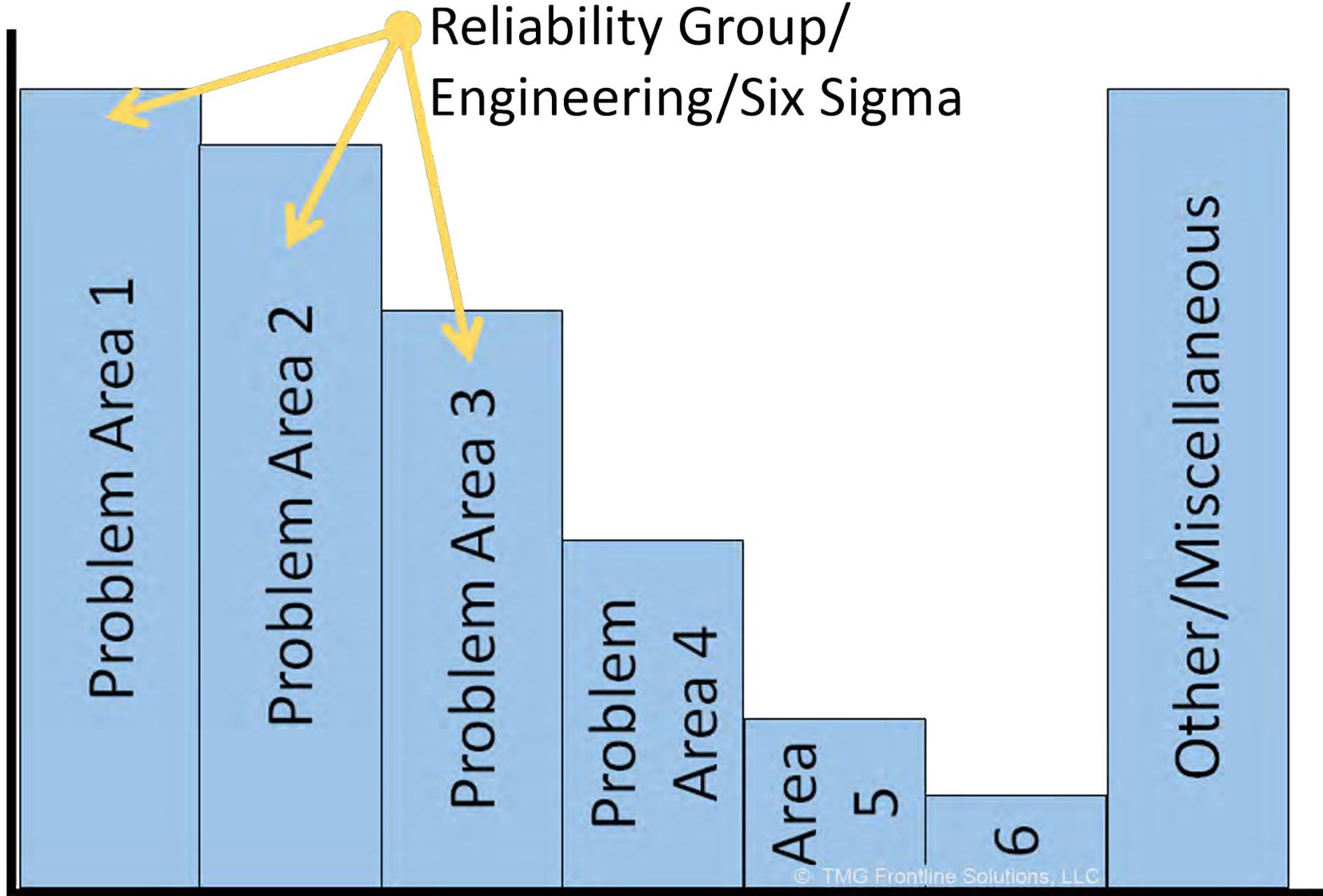
The Power of Small



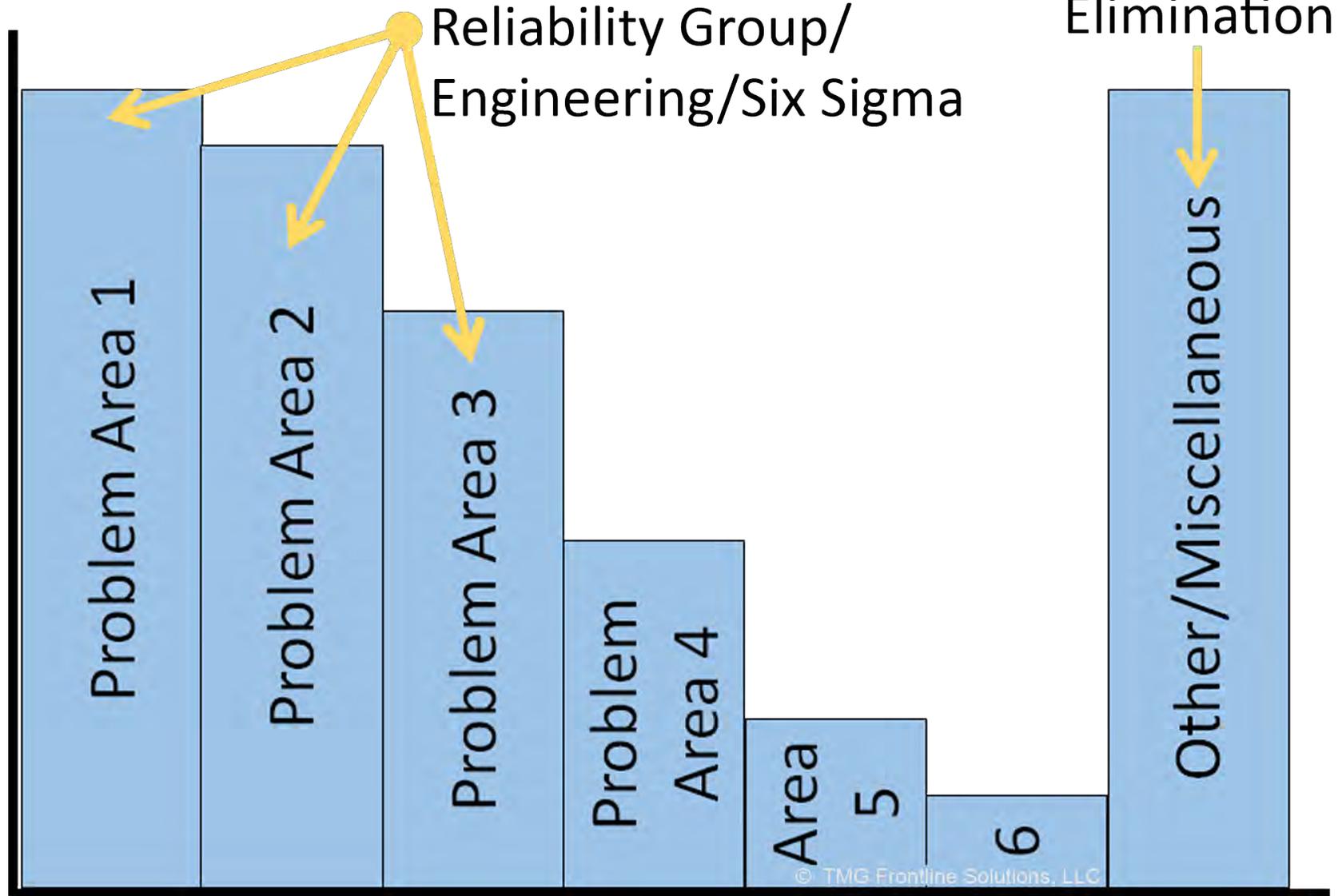
The Power of Small



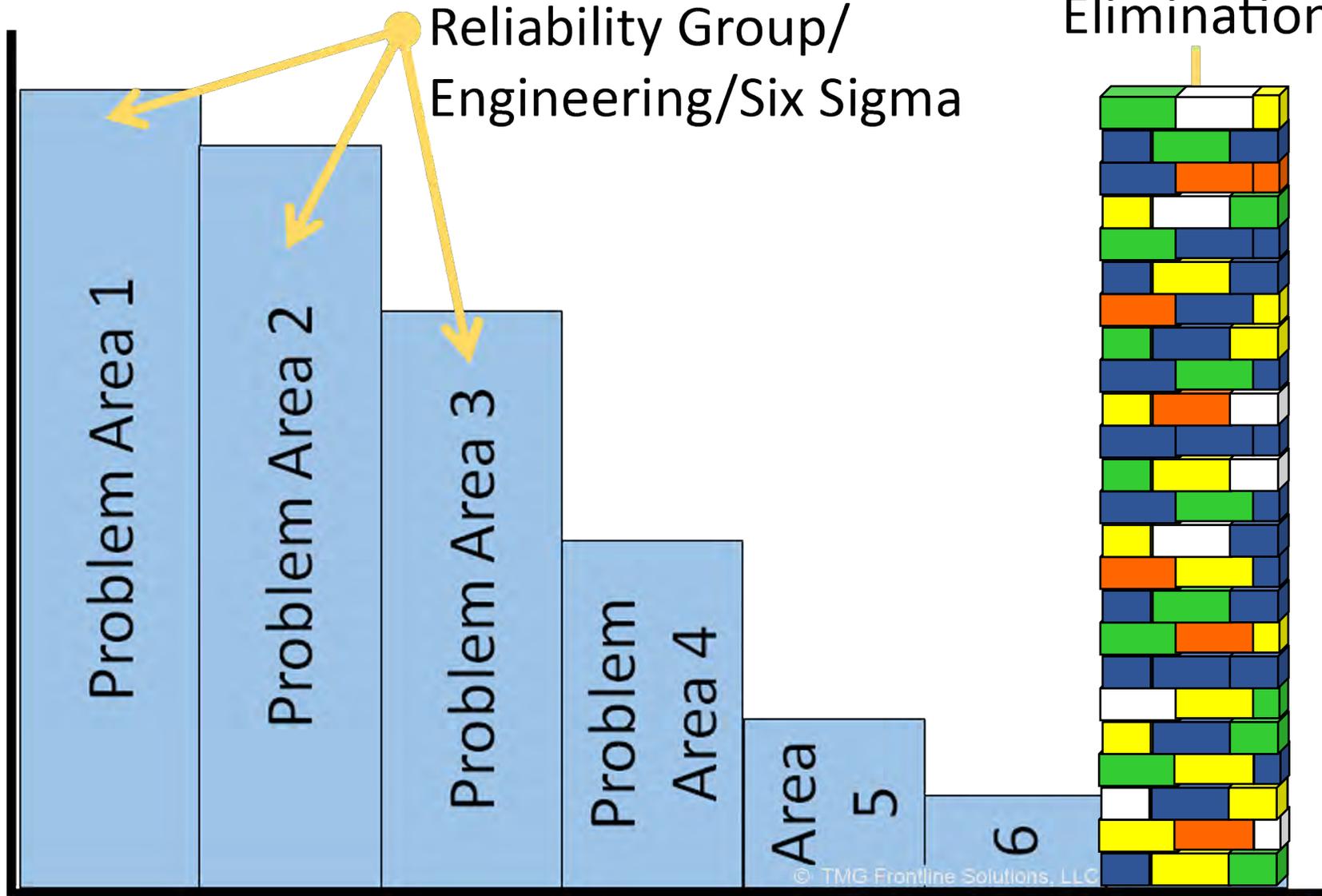
The Power of Small



The Power of Small



The Power of Small



Common Pitfalls

- Projects are too big
- Suggestion box approach

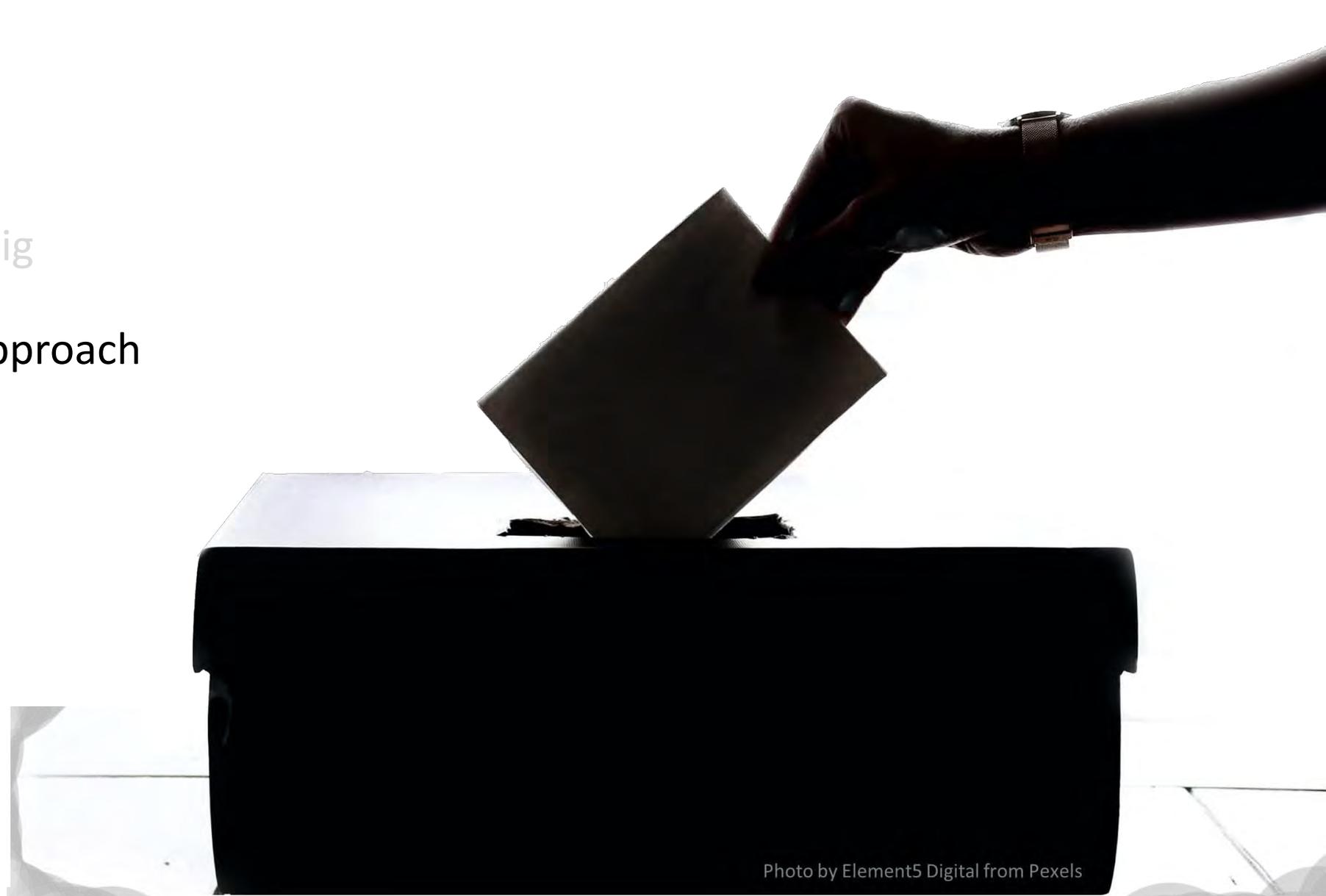
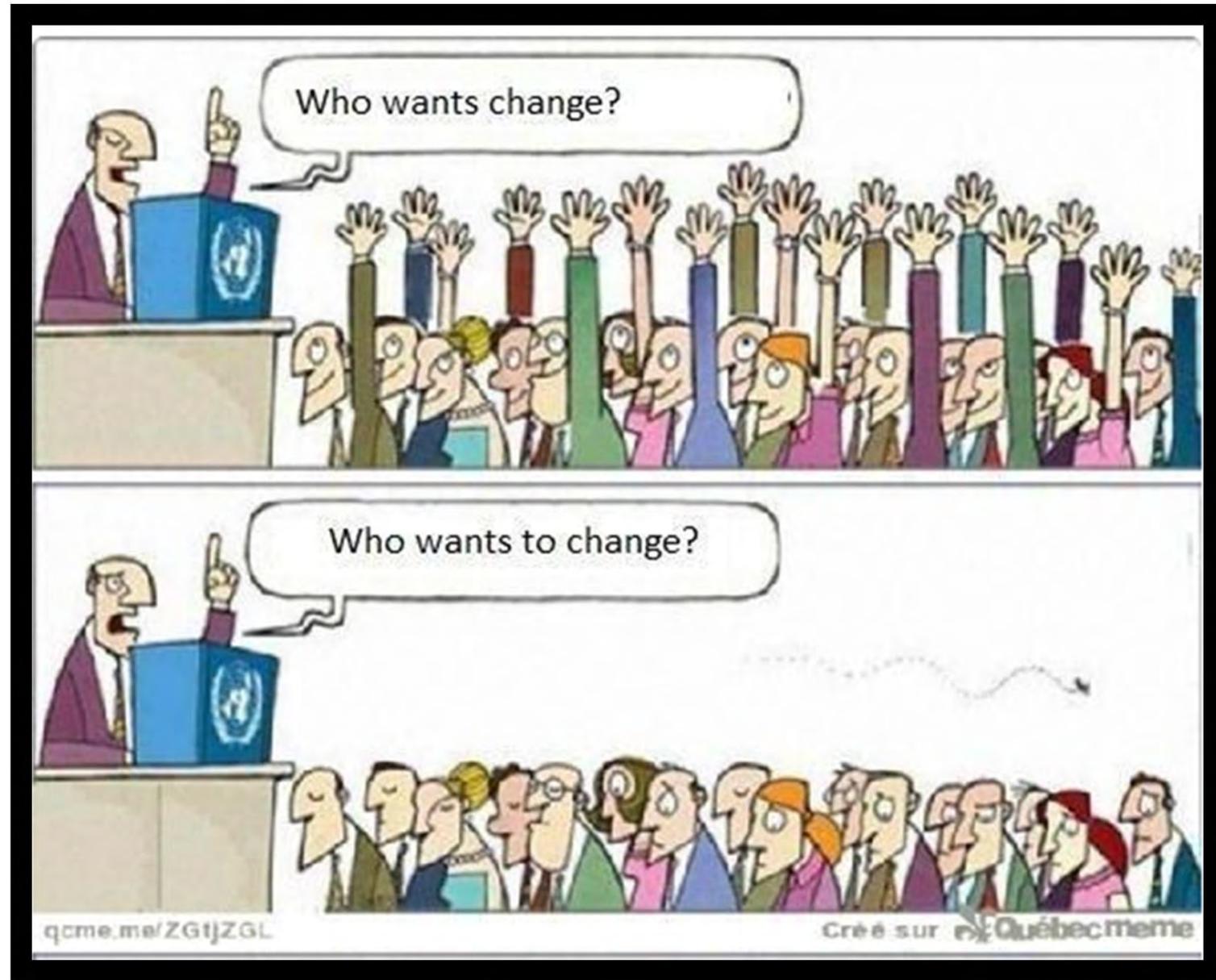


Photo by Element5 Digital from Pexels

Change



Common Pitfalls

- Projects are too big
- Suggestion box approach
- Providing too much or too little structure



Appropriate Boundaries



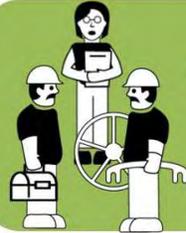
Sample Boundaries



Area of Focus

Improve Reliability

Not JUST a fix – Must be an improvement



Actions, not recommendations

REAL projects

Implemented & driven by the team members



Budget

No capital money, \$5,000 max



Timing

90 days max



Limiting Rules

Management of Change

Customer agreements

EPA rules

OSHA rules

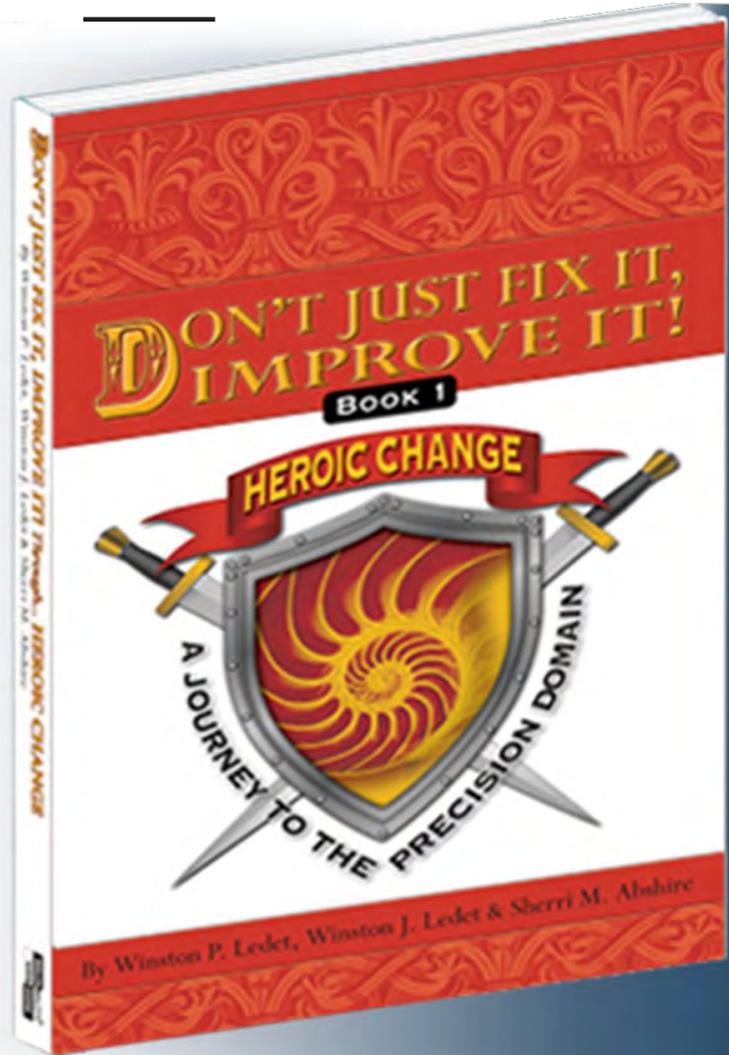
Others

Common Pitfalls

- Projects are too big
- Suggestion box approach
- Providing too much or too little structure
- Going it alone

Image by Pexels from Pixabay

Shadow Network



Common Pitfalls

- Projects are too big
- Suggestion box approach
- Providing too much or too little structure
- Going it alone
- Overly focused on the numbers



Photo by energpic.com from Pexels

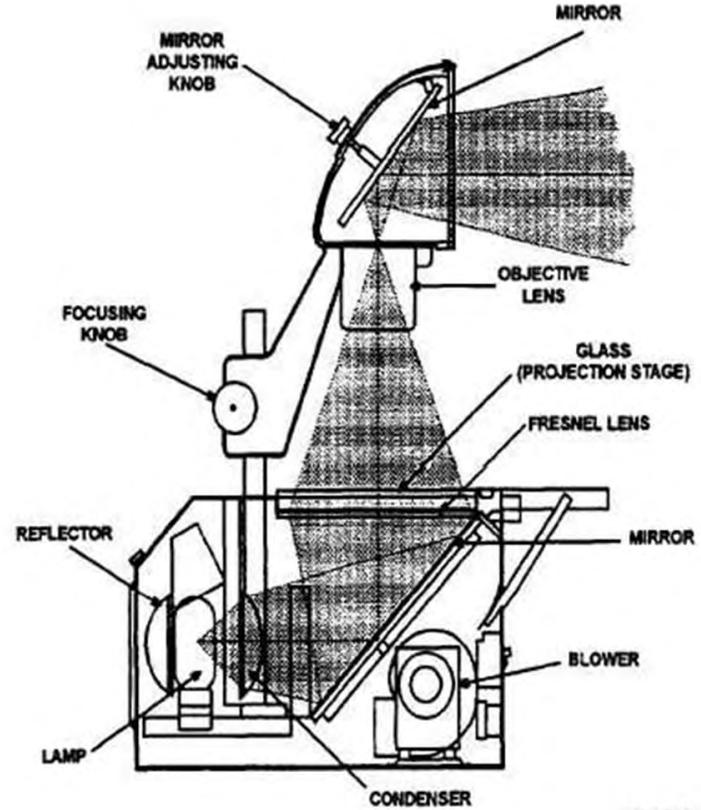
This is
Your Brain



This is
Your Brain
on STORY



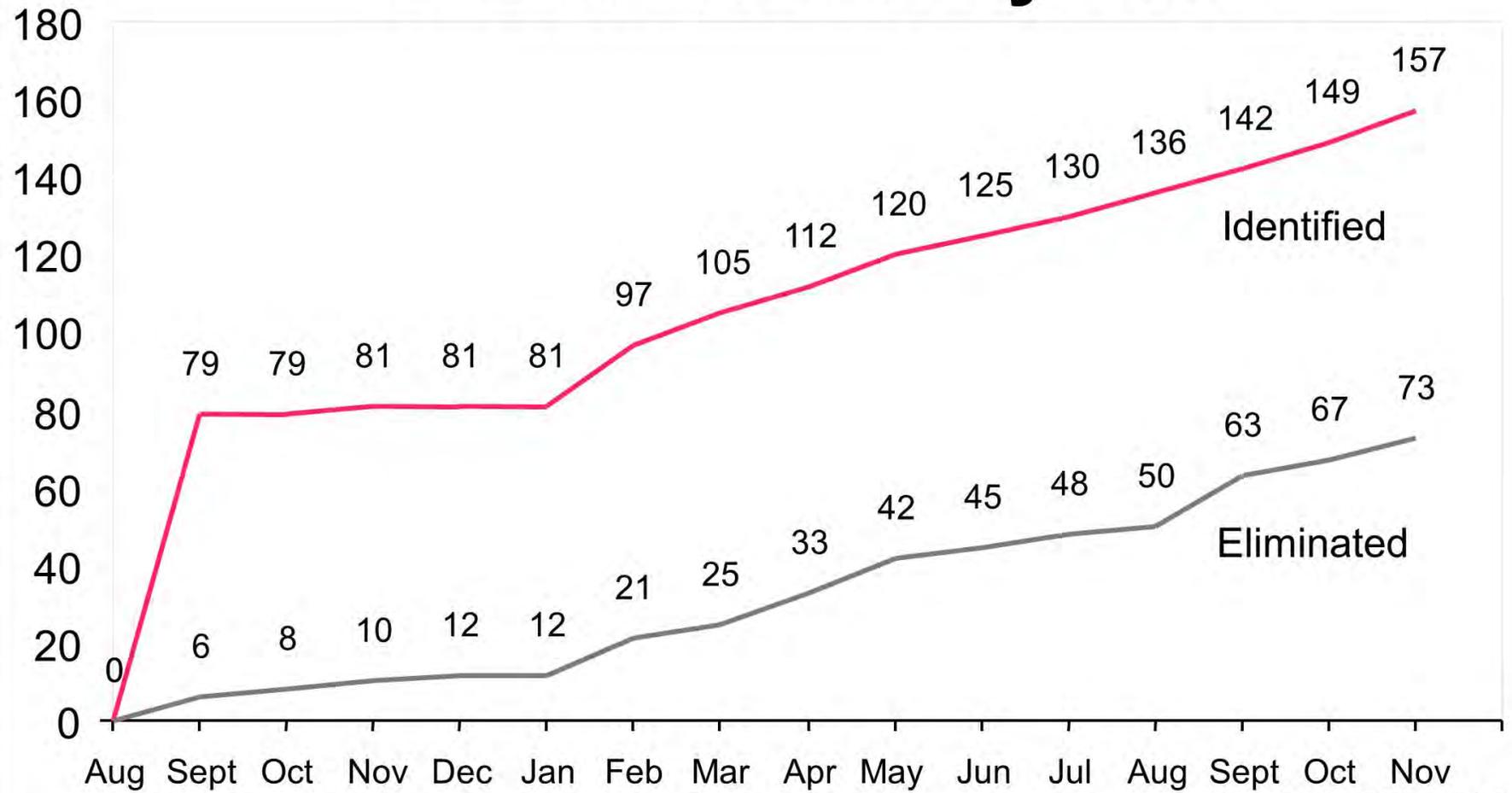
Mickey's Team



DMNP0115



Defects Identified and Eliminated B-253 Reliability Team



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Common Pitfalls

- Projects are too big
- Suggestion box approach
- Providing too much or too little structure
- Going it alone
- Overly focused on numbers
- Let the pursuit of perfection get in the way of progress

The secret of getting ahead
is getting started.

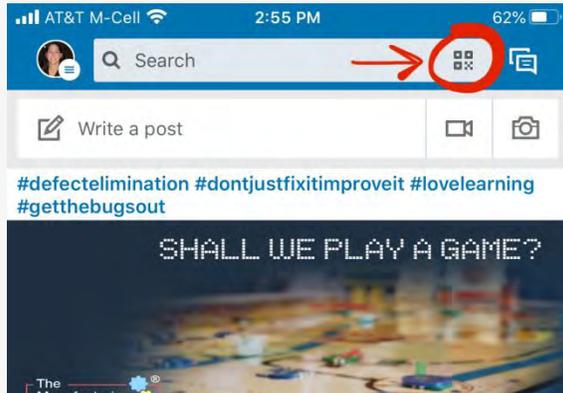
Mark Twain

www.thequotes.in

QUESTIONS?



www.linkedin.com/in/michelleledethenley



Thank you!

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President, TMG Frontline Solutions, LLC

The Manufacturing Game®

Next webinar March 17: Get more value from your CMMS (Part 1)

BEST PRACTICE WEBINAR

Wednesday, March 17, 11 a.m. ET

Get more value from your CMMS (Part I): Best usage models for business impact and user adoption

Some of the most game-changing features and usages of a computerized maintenance management system (CMMS) often get overlooked. That's a drag on your ROI and can be rectified by simple instruction and training.

In this webinar, **Michael Mills**, a senior solutions engineer for Fluke Reliability, breaks down a typical company's CMMS usage model. Then, he demonstrates how easy it is to add inventory control, condition monitoring, mobility, and other functions to your CMMS practices. Multiple people on the team stand to gain from small changes as system visibility and familiarity increases. This is part one of a two-part, CMMS-focused webinar series.



Michael Mills

To learn more about **Accelix** and our **Webinar Series**



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<https://www.accelix.com/community/best-practice-webinars/>



DEMO

Visit [Accelix.com](https://www.accelix.com) for a free demo of our Connected Reliability Framework.



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