

Kaizen in Full Gear

VKS: From Tribal Knowledge to Visual Knowledge

Core Value Stream: Order to cash

By: Joseph Byun and Andrew Gartelmann

Can you imagine building an IKEA king-size bed without any instructions? This is not a simple task. Now imagine you have to build an FFLED, changing LEDs, drivers, the type of mounting, and installing all sorts of different sensors. Over RAB's history, the operators somehow managed to do it. However, as we hire more operators and continue to launch new products with higher complexity, it is clear that there is a need for a better way of providing instructions.

*VKS is powerful
Electronic Work
Instruction software*

Our solution was VKS (Visual Knowledge Share). VKS is a powerful Electronic Work Instruction software designed to help manufacturers transition to a paperless, visual system. Our manufacturing engineers (Georgios Gerou, Andrew Gartelmann, Jessica Strader, Bibbin

Abraham, and Joseph Byun) and our manufacturing tech team (William Newson III, Suralka Alcequiez, and Carolyn Porpiglia) have created over 300 VKS work instructions as of January 2017. The statistics tell you that the finished good inspection pass rate has increased by 6% for the operators who use VKS instructions. Additionally, the pass rate for in-process inspection has increased 13% for VKS users.

Moreover, RAB West in California has benefitted significantly by using VKS. Here is a testimony from Arlyn Rosa, the Production Manager in RAB West.

"As we all know, having to build anything in this world whether it be a baby stroller, a work bench, a computer; all the way to building lighting fixtures without instructions would be challenging and in some cases impossible. In the past year here at RAB West we started moving new PLINE's that have not been built before and relying on tribal knowledge

would not suffice our needs in order to grow the operation. Also, being that RAB West is one of the remote locations was another challenge in itself. There was a need to have instructions readily available in order to ensure the proper assembly process was being applied. After working extensively with our manufacturing engineers and quality team it was recognized immediately that the need for a Visual instruction platform would help with the success of our growth. Today, RAB West has increased the number of PLINE's thanks to the help of our internal teams to ensure VKS had the needed instructions to guide our team."

As we progress through our lean transformation in RAB, reducing non-value added time and increasing first pass yield are our significant goals, and achieving these goals on the manufacturing floor is crucial to our success as a lean company. We are confident that VKS will be an extremely valuable tool for lean manufacturing.



*Tribal knowledge is defined as any unwritten information that is not commonly known by everyone throughout a company.
(Source: Wikipedia)*