

ICQCC 2011-Yokohama

1. Challenge to seating failure “0”, addressed in spite of chips

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8. Abstract (approx. 400-500 words)

Our Tokoton Circle is responsible for machining automotive parts at Denso, and our work requires that we be highly skilled experts in terms of both expertise and technique. Our quality control circle emphasizes the importance of working together and experiencing the joy associated with the results of that approach, which is captured by our watchword of “Getting the job done, no matter what the job.”

This case study, “Striving to Eliminate Seating Defects,” describes an effort to eliminate a chronic defect that had persisted despite steady success in reducing its incidence through a variety of activities. I (Masao Tanaka) am extremely interested in eliminating this defect, and I resolved to work aggressively toward that goal with all of our members. In my work as theme leader, I decided that it would be difficult to achieve our goal without first increasing our own knowledge and skill, so we launched a number of efforts, including to redouble partnerships with related departments and acquire specialized knowledge in building systems. In the course of our daily work, we began to ask questions about trivial things that we had previously assumed were part of ordinary operations, and in the process discovered some things that were not at all ordinary, providing a clue to how the issue could be resolved. In addition to increasing knowledge and skill levels, members learned about new ways to see and think about things, enjoying more opportunities for all participants to naturally exchange views without discounting the opinions of the minority. This presentation introduces a case study in which we eliminate a stubborn chronic defect through the hard work of circle members, who remembered the importance of “Getting the job done, no matter what the job.”

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切粉に負けずに取組んだ
着座不良“0”へのチャレンジ

とことんサークル

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私たちとことんサークルはデンソーに勤務、自動車用部品の切削加工を担当し、知識・技術共にとても高い能力を求められるエキスパートです。QCサークルでは、『どんな事でもとことんやりきる』を合言葉に、協力し合う事の大切さと、それらが大きな成果に繋がる喜びを感じながら、日々活動をしています。

今回紹介する『着座不良“0”へのチャレンジ』は、過去から、様々な活動で確実に低減してきてはいるものの未だ根強く残る慢性不良となっていた不良の1つを取り上げた内容となっています。どうしても、不良を“0(ゼロ)”にしたい私(田中)は、サークル員みんなを着座不良“0(ゼロ)”に向け徹底的に活動をする決意をしました。テーマリーダーとして進めていく中、まずは自分たちの知識・技術をより高めないと“0”(ゼロ)にすることは難しいと考え、今まで以上に関係部署との連携を深め、体制の構築・専門的な知識の取得などを強化し活動に取り組みました。日々業務をする中で、当たり前だと思っていた些細な事にも疑問を抱き探求していく事で、『当たり前ではなかった』ものも存在する事がわかり、解決の糸口の一つとなりました。知識・技術を高めるだけではなく、ものの見方・考え方など全てにおいて、少数の意見を置き去りにせず自然と全員が意見交換しあう場面が増えた事。そして『どんな事でもとことんやりきる』の気持ちを忘れずに活動を進める事が出来たみんなの頑張り、根強く残っている慢性不良を“0(ゼロ)”にすることが出来た事例を紹介します。