

CERTIFIED RELIABILITY LEADERS® ENGAGE ACTION-ORIENTED, CROSS-FUNCTIONAL TEAMS TO ELIMINATE DEFECTS AND CREATE A CULTURE OF RELIABILITY®

3 RULES OF DEFECT ELIMINATION:

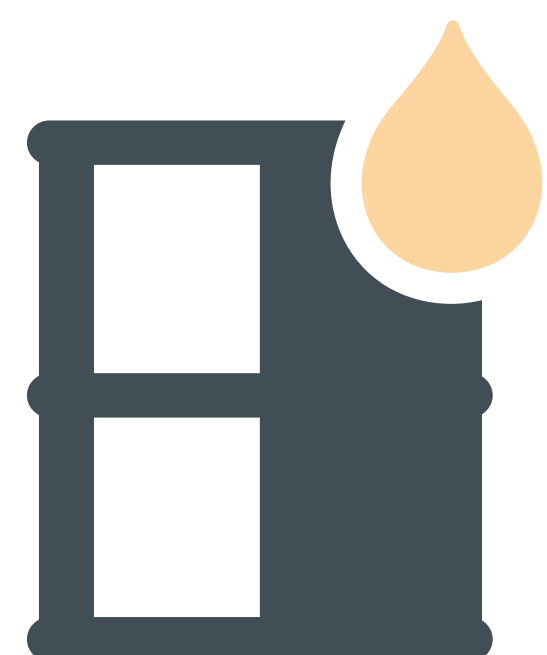
- ❶ Everyone should participate in at least 2 defect elimination projects per year.
- ❷ Small cross-functional teams take action together to eliminate defects.
- ❸ Defect elimination wins will be recorded, reported on and celebrated.

5 PRIMARY SOURCES

WHAT IS A DEFECT? As it pertains to the world of business, a defect is anything that deviates from perfection and leads to customer dissatisfaction. Defects are anything that creates waste, erodes value, reduces production, compromises health, poses safety risks or negatively impacts the environment.

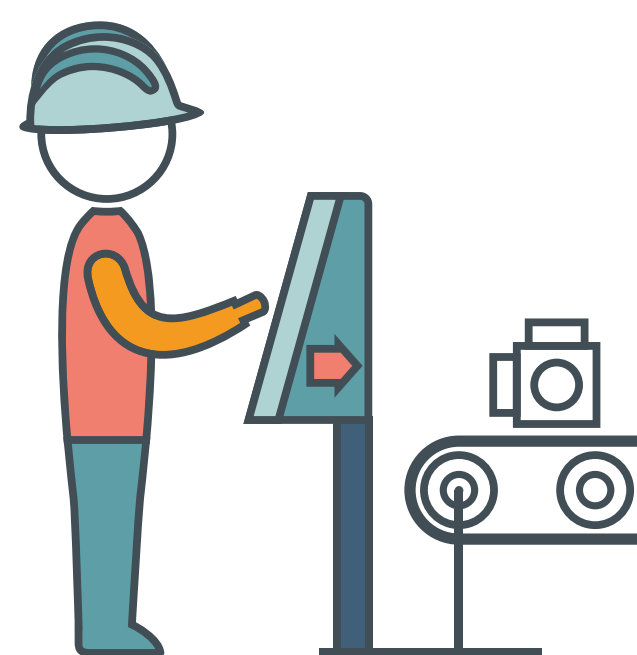
WHAT IS ELIMINATION? To completely remove or get rid of (something).

RAW MATERIAL AND PROCESS INPUTS



Low quality raw material, highly contaminated, not meeting quality specifications, highly corrosive, hardness or material defects

OPERATIONAL DISCIPLINE



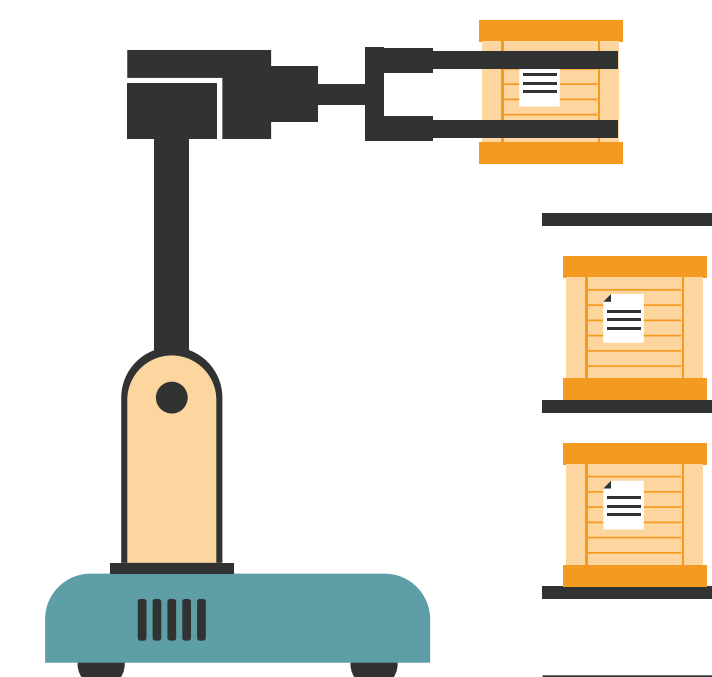
Over-speed, under-speed, over-load, missing operator procedures, functions overridden, failure to report early indications of malfunction

MAINTENANCE WORKMANSHIP



Missing work specifications, low skills, not using the right tools properly, rushed work, wrong work type

MAINTENANCE MATERIAL AND STORAGE

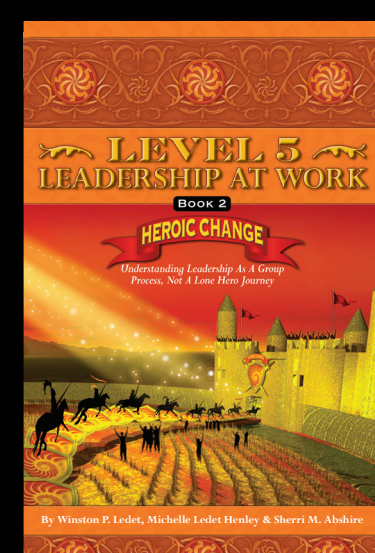


Low quality replacement parts and components, poor storage, counterfeit material, expired material, water ingress, contamination, poor distribution and handling

DESIGN, BUILD, INSTALL



Not fit for purpose, not built to standard, not acceptance tested, not installed properly, poor access to maintain, poorly designed



Don't Just Fix It, Improve It

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Level 5 Leadership at Work

ISBN 978-0-9838741-5-7

THE 1% SOLUTION:

**“1 out of 100 “fix-it” work orders should be a
“don't just fix-it, improve it” work order.”**

Winston Ledet, Creator, The Manufacturing Game®, TMG Frontline Solutions LLC

Attribution: The concepts of Defect Elimination, the 1% Solution and the 5 Sources of Defects were originally developed, practiced, shared and taught by Winston Ledet. Reliabilityweb.com and the entire industrial world owe Mr. Ledet an eternal debt of gratitude for providing one of the true keys to creating a reliability culture.