Customer Focused Principles, SMED

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The financial data are not the best indicators of manufacturing company’s strength and prospects. More basic metrics such as inventory turnover and customer satisfaction, are more valid.

The management have to be customer focused, employee driven, and data (fact) based.

" [Management by Principle]... means when a situation arises, you don’t go to a manual. You know in your heart and head what to do.”

SMED

In traditional setup operations, internal and external setup operations are confused; what could be done externally is done as internal setup.

The most important step in implementing SMED is distinguishing between internal and external setup.

Mastering the distinction between internal and external setup is the key to achieving SMED.

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