

Support Launch Objectives with Accurate, Timely Document Translations

KS
8/8/08
DP
8/7/08

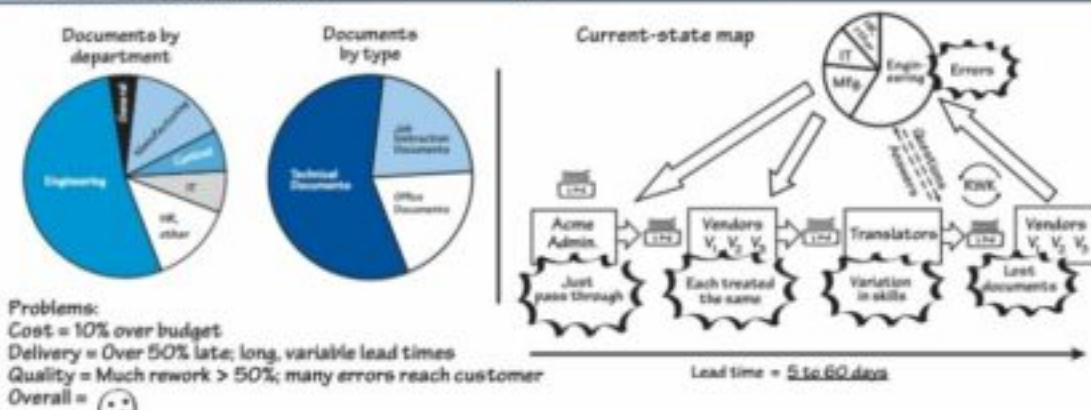
I. Background

Acme plant to double capacity. Much document translation required

- Poor English translations of Japanese documents caused many problems at original plant startup.
- Expansion plans call for aggressive launch timeline and cost reduction.



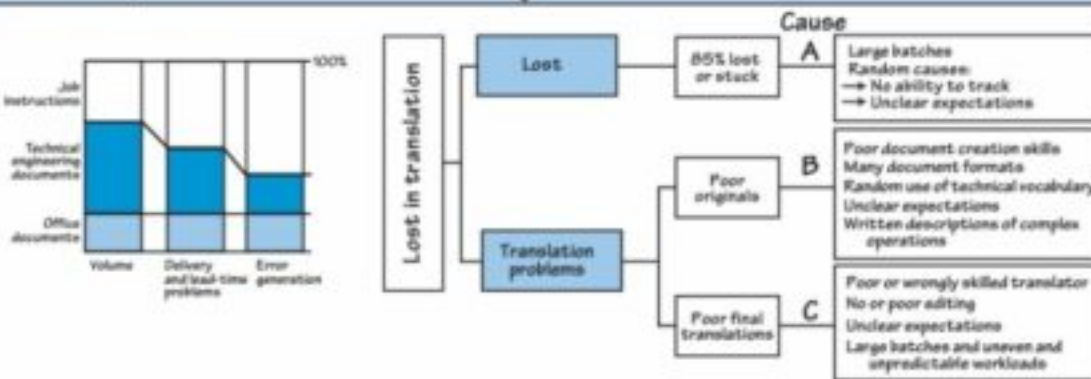
II. Current Conditions



III. Goals/Targets

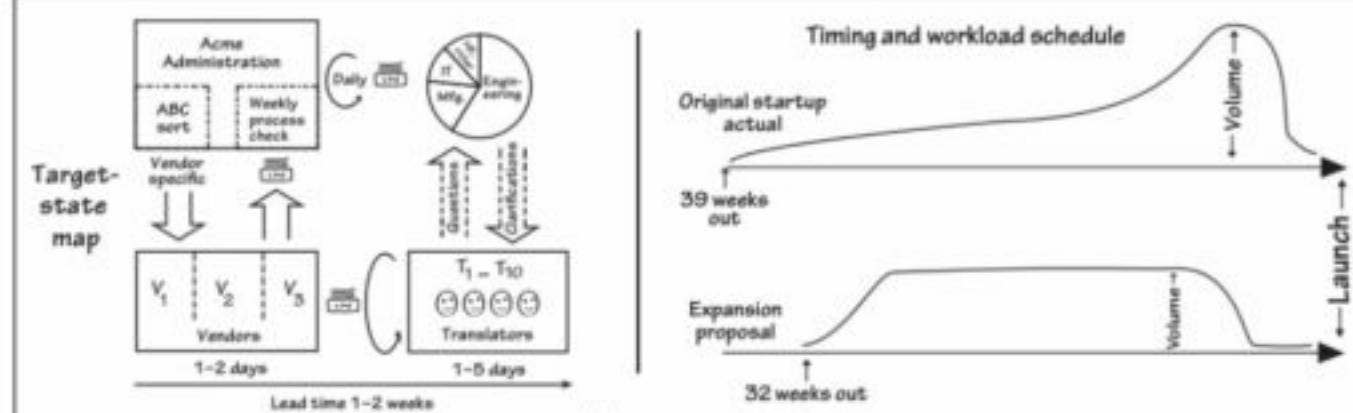
- Quality**
 - 0 defects at launch
 - Rework less than 10%
- Delivery**
 - 100% on-time
 - Level weekly volume (heijunka)
 - Consistent short lead time with predictable delivery
- Cost**
 - 10% decrease — Rework down; overtime down

IV. Analysis



V. Proposed Countermeasures

Cause	Countermeasure	Description	Benefit	Responsible/support
A	Central document-flow tracking process	Overall process ownership established Document flow and timing management - Timing control chart; weekly check - Segmentation by document type	Delivery Quality Cost	Porter - Each department - Vendors
B	Standard vocabulary database and templates	Standard terms for processes, equipment tools, work flow across job sites Create standard templates and include photos and videos Gathered from each department, input into database for use by internal document creators and translators	Quality	Administration IT Each department
C	Standard vendor three-step process	Step ① Translation by topic specialist Step ② Rewrite by native English speaker Step ③ Check by highly skilled bilingual	Quality Delivery	Administration - Each vendor - Procurement



VI. Plan

Deliverables	Timeline	Responsible	Support	Review
Overall Launch Timeline	Nema-washi A3 authorized	Administration/ Porter	Each department	Plant management Committee Japan HQ
Planning	Enlighten Bul Select Three-step process	Procurement Frances	Administration/ Each department	
Vendors	Complete Ongoing updates	Each department	Administration/ Porter	Each department
Document creation	A, B, C sort Weekly check	- Administration/ Carter - Each department - Each department	- IT (Rick and Terry) - HR - Administration	Administration/ Sanderson
Document translation management system		Administration/ Porter	Each department Ana	Administration/ Sanderson
Midproject review				

VII. Followup

Midterm review
Prelaunch review

Ensure ongoing collaboration
Monitor system weekly. All metrics, especially quality and delivery