

▶ Lean Operations in the Electronics Industry

▶ A BENCHMARKING STUDY

A benchmarking study of the U.S. electronics industry

The purpose of this study is to explore the presence of lean manufacturing practices in the U.S. electronics industry. By answering a one-page questionnaire (see reverse side), you will be providing important data for scientific research in this area.

Furthermore, a benchmarking report summarizing the results of our study will be sent to each participant.

All of the data collected in this study will be kept completely confidential. Only aggregated summary statistics will be made available.

We encourage you to take this unique opportunity and participate in this industry benchmarking study.

▶ BENEFITS

- Benchmarking reports for survey participants
- Unique, relevant industry insights
- Critical information for future strategic decisions
- Contribute to scientific research

▶ FEATURES

- Complete confidentiality
- Brief one-page online questionnaire
- Rigorous, unbiased analysis by academic researchers
- No cost, no commercial interests

▶ SPONSORS



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▶ Lean Operations Survey

Survey Questions*

All questions will be answered on a five-point scale ranging from “no implementation” to “full implementation”.

We frequently are in close contact with our suppliers.
Our suppliers seldom visit our plants.
We seldom visit our suppliers' plants.
We give our suppliers feedback on quality and delivery performance.
We strive to establish long-term relationship with our suppliers.
Suppliers are directly involved in the new product development process.
Our key suppliers deliver to plant on JIT basis.
We have a formal supplier certification program.
Our suppliers are contractually committed to annual cost reductions.
Our key suppliers are located in close proximity to our plants.
We have corporate level communication on important issues with key suppliers.
We take active steps to reduce the number of suppliers in each category.
Our key suppliers manage our inventory.
We evaluate suppliers on the basis of total cost and not per unit price.
We frequently are in close contact with our customers.
Our customers seldom visit our plants.
Our customers give us feedback on quality and delivery performance.
Our customers are actively involved in current and future product offerings.
Our customers are directly involved in current and future product offerings.
Our customers frequently share current and future demand information with marketing department.
We regularly conduct customer satisfaction surveys.
Production is "pulled" by the shipment of finished goods.
Production at stations is "pulled" by the current demand of the next station.
We use a "pull" production system.
We use Kanban, squares, or containers of signals for production control.
Products are classified into groups with similar processing requirements.
Products are classified into groups with similar routing requirements.
Equipment is grouped to produce a continuous flow of families of products
Families of products determine our factory layout.
Pace of production is directly linked with rate of customer demand.
Our employees practice setups to reduce the time required.
We are working to reduce the setup times in our plants.
We have low setup times in our plants.
Long production cycle times prevent responding quickly to customer requests.
Long supply lead times prevent responding quickly to customer requests.
Large number of equipment / processes on shop floor are currently under SPC
Extensive use of statistical techniques to reduce process variance.
Charts showing defect rates are used as tools on the shop floor.
We use fishbone type diagrams to identify causes of quality problems.
We conduct process capability studies before product launch.
Shop-floor employees are key to problem solving teams.
Shop-floor employees drive suggestion programs.
Shop-floor employees lead product/process improvement efforts.
Shop-floor employees undergo cross-functional training.
We dedicate a portion of everyday to planned equipment maintenance related activities.
We maintain all our equipment regularly.
We maintain excellent records of all equipment maintenance related activities
We post equipment maintenance records on shop floor for active sharing with employees.

* This survey is adapted from Shah and Ward (2007): “Defining and Developing Measures of Lean Production”, Journal of Operations Management

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