

Lean methodology applied in a Garage Workshop

Lean is a business and process optimization philosophy based on 5 principles: define value, map the value stream, make value flow, establish pull and continuously improve to perfection. Applying lean reduces waste and enhances people creativity and engagement.

It was first applied in car manufacturing at Toyota (Japanese car manufacturer) as TPS (Toyota Production System) and subsequently spread to all business sectors, including industrial services, financial services, logistics, human resources, public services, and even in household activities.

Lean methodology may be successfully applied in a garage workshop providing significant processes streamlining and hence reduced time for repair (TFR).

❖ **Time for Repair (TFR)** is the time from the moment when the customer bring his/her car to the garage workshop and the moment he/she can leave the garage with the car repaired; this indicator should be as short as possible and it is critical for customer satisfaction. The old process comprised taking over the car from the customer, inspecting the car, moving it to the waiting queue, ordering necessary spare parts (in batches, to save money), repairing the car and handing-over it back to the customer. The process was long (average TFR = 5 days) causing customer dissatisfaction.



❖ **Lean methodology** was applied to optimize the processes in the garage. 5S, Value Stream Mapping (VSM), as-is stage, and waste elimination were the tools used. Waste was identified in the forms of waiting (for the car to be inspected and repaired), moving (of workers inside the garage) as the layout was not optimized, and transportation (of cars, inside the workshop)

❖ **Solution** was defined as a to-be stage of the VSM. Operations inside the workshop were significantly accelerated by applying 5S (optimal placement of tooling and materials inside the clean and tidy garage), while the repairing process was streamlined by eliminating waste. Average TFR improved from 5 days to 3 days and profit went up by 10%.



Kindly attend Lean trainings and workshops offered by Effective Flux to leverage this effective and efficient methodology.