

CAMPBELL SCIENTIFIC DMAIC

ABOUT CAMPBELL SCIENTIFIC, INC. Campbell Scientific, located in Logan, Utah, designs and manufactures rugged, low-power data loggers, data acquisition systems, and measurement and control products used around the world. They specialize in sectors related to weather, water, energy, gas flux and turbulence, infrastructure, and soil to monitor and control systems.

THE CHALLENGE. As demand for their products increased, one area of the operations lagged with their on-time delivery. Campbell Scientific turned to Utah Manufacturers Association (UMA), a sub-recipient of the Utah-MEP and part of the MEP National Network™, for help.

MEP CENTER'S ROLE. Campbell Scientific and Utah Manufacturers Association (UMA) worked together to help the team working to produce cables with over 400 variations stabilize their processes to better meet customer demand. Campbell and UMA collaborated on a DMAIC approach to define the problem, measure and analyze to find root causes, then implement countermeasures, and then control them. Campbell and UMA created an order-to-cash value stream map and found that, on average, it took 64 hours to do 18 minutes of value-added work. Much of the time was lost due to system batching and hand-offs. To address this issue Campbell and UMA created systems allowing the team to work together with clear signals to perform one-piece flow work in cells. To do that, they analyzed the processes of each product and realized that 80% of the work on all products was the same, therefore instead of training new employees to certify building products, Campbell staff will now focus on processes.

"The UMA and the Utah-MEP have made a real difference in our cable build process. While running this project we found we had some failures and successes but can see an overall change in how things could be improved in other areas of the facility."

-Larry Shirk, Production Manager

RESULTS



On-time delivery improved from **65%** to over 75%



Increase capacity by being able to have a new employee productive the day they start.

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