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## Use of work routines of observation tool to promote continuous improvement in a production line.

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### Abstract

The corporate world increasingly demands excellence in providing products and services to improve the quality and reduce costs. This is a standard practice for organizations where the human and material resources need to be used more efficiently through the development of best practice to ensure these factors. To meet these needs ergonomics has gained high visibility in the process, helping to simplify activities, practices of continuous improvement to ensure and improve the quality of life at work as a result providing greater productivity. The goal of ergonomics is to analyze the different ways that involve the work and the man, through the study of postures, body movements and tasks of day-to-day, offering greater safety and comfort in the implementation of activities. This study was conducted in an automotive industry, for you analyze the efficiency of a tool to promote continuous improvement and documentation processes, intended to improve outcomes related to quality and the satisfaction of the end customer, tool called Operations Note the Line production. Checking your contribution to the official documents of operational methods of registration routine, their contribution to the improvement of ergonomics in the production line and also the mode of application of this tool. Information was acquired through a field survey with questionnaires for company employees, review of internal documents and observation of routine activities in the productive process of the company. Improvements in the job are recorded and documented. To achieve the best results in terms of quality dimensions and ensure customer satisfaction this paper presents a mechanism called Job Observation (structured method) to strengthen the standardization on a production line. Some definitions and relevant aspects are also discussed in a way to demonstrate the application of this method in a production line. Results and comments from the application of this methodology are also presented.

*Keywords:* Standart, processes, observation, checking.

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## 1. Introduction

The more turbulent they become it day by day in the organizations, the development of practices is the more and more necessary to organize the knowledge produced in the enterprise. Second Thomaz H. one of the reasons for which we find the valuable knowledge is that he is near more than the data and the information's of the action. The knowledge can and must be valued by the decisions or taken with action to which it links it gets a beating. The knowledge is disposed inside the organizations through documentations like reports, standards and proceedings, in directing to a common objective for the whole enterprise or on behalf of an activity. It is a common today in the enterprises to develop standards of functioning for dissemination of the knowledge, action customary in productions in line that they come to add up and to guarantee others resulted the enterprise. Monden Yasuhiro affirms that a system of production in line is a viable method for the production of products, because of being an efficient tool with the final objective that is the profit. To reach this purpose the principal objective of the system is the reduction of costs, increase of the productivity through the elimination of wastes.

To secure the standardization and that the processes will be executed by the criticality and quality definite-daily pay, the proposed tool is the Job Observation. With this tool it is possible to prove the efficiency of the operations and documentations during the realization of the activities, because she allows to carry out a detailed observation and to identify any problem in the process of production. Allowing developing proposals of improvements of the conditions of the work made a list to the security, ergonomic, incidents logistics and optimization of the time of cycle of the operations. These improvements are proposed in way it continues to improve the quality of the product and the efficiency of the work that is one of the premises of the system of production Toyota. For Iyer, Seshadri and Vasher to improvement it continues that it is the apprenticeship and the implementation of learnt lessons. So, most of what was already written her around the continuous improvement can be summarized in a spacious context in terms of apprenticeship in the organization.

The tool Job Observation demonstrates all the situations of the industrial operation his speed, physical demands and necessity of structure demonstrating the result of improvements with practical examples and graphic representations. It is an allied tool of the quality of the mass production how there is the example of the motor sector, in spite of a level of automation of activities relatively loudly.

## 2. Standardization of processes

It is important that the standardization makes part of day by day of the enterprise registering all the stages of the operation and possible anomalies that come to appear. The standardization is the form of generation of convergences, while all the wrapped ones in the process have the vision of the end of the operation and his importance in the operation. So the participants of the process of standardization will have the clear vision of his skills and to their necessities to execute the activity or to resolve problems what it comes to appear. With effect, three of the five to form basic of co-ordination proposed by Mintzberg (2009) are made a list to the processes: standardization of the processes, standardization of the results and standardization of the skills, which means the specification and planning of the proceedings or tasks, in other words, the standardization can be seen also how a mapping of the process, since all the routines will be you draw that it is a definite-daily pay on behalf of the objective of the enterprise, helping to influence the resources avoiding wastes and to reduce residues of the productive process contributing with the sustainability of the enterprise that is another point in list in the current economical scenery. Besides the residues the commonest types of wastes are the reworks, stages not necessary of production, internal transports, stocks, between others. Each stage must be drawn in way keeps on supplying the basic of a dry production. Martins and Laugeni (2005) the dry system of production there is the search for the perfection, which with difficulty is reached, since according to the wastes they are identified be moved and not so significant others it appears so to the perfection it is objectives followed in the dry production. For Araujo (2009) the lack of standardization of the productive flows the imprevisibilidade is bigger, compromising the conquest of planned marks.

The standardization contributes also with the management of the knowledge of the enterprise, since she guarantees that all the information's should be available and easy to get to all who need the information. Besides supplying content for acquisition of knowledge and apprenticeship, like an instrument of internal consultation that it

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