FIGURE 2.10  Pareto Diagram
A Urethane spray  D Surface defects  
B Improper assembly  E Excessive flash  
C Missing parts  F Bad trim plate  
H Loose nuts  I Other

FIGURE 2.11 Pareto Diagram for Hornpad Assembly Defects by Type
The Power of Statistical Thinking

FIGURE 2.6 The Basic Flowchart Symbols
Tools for Process Study

Computer generates needs every Wed. → Order written by Pete (prioritized)

Put on priority order list

Priority item?

y → Employee checks inventory

Fill out order form

n → Regular order list

Stock supervisor checks and approves

Available from other dealers?

y

Special repair shop requests

n → Bob & Acct. Dept. review and approve order

Obtain from dealer

Call in priority order

Obtain from dealer

Key order into database

Mail order

\[ \frac{3}{4} \text{ weeks to receive non-backordered items} \]

One week to receive non-backordered items

Items keyed into inventory

FIGURE 2.3 Current Parts Order Process
FIGURE 2.4  *Ideal Order Process*
FIGURE 2.13  General Form of a Cause and Effect Diagram (Fishbone Diagram)
FIGURE 2.14  Cause and Effect Diagram for Factors Affecting the Ball Not Rolling in Assembled Deodorant Bottles