



I'm not a robot!

Stop call wait rule

What is stop call wait. Robert rules of order cancelling a meeting. Stop call wait procedure.

Understanding some of the more common terms in the lean vocabulary will be helpful during your implementation. We mention many of them throughout this website, so this is a good page to review if you want a better understanding of these terms. Some of them may be defined in greater detail on other webpages, so think of this page as the glossary of terms. Although this website is dedicated to lean manufacturing, the lean vocabulary, as you may or may not know, is somewhat synonymous and/or linked with the TPS vocabulary in many ways. As my background is in TPS, many of the terms on this page (and within this site) will have the TPS term used to describe a concept. Glossary of Terms: Andon: A system that alerts all associates (from floor members to management) of an abnormal situation (production line down, behind schedule).



Usually a light or an electronic board. FIFO (First In, First Out): Product is consumed in the order it was used produced or received. First product in the building is the first product to be used. Fluctuation Stock: A set amount of stock that is introduced or removed as required to maintain level production volumes. Heijunka (Load Smoothing Production): A system designed to levelize production requirements through kanban control to ensure the same number of pieces are produced each day and/or shift. Fluctuation stock absorbs the variation. Jidoka: A machine's ability to detect abnormalities and stop the process. Operators have the same authority. Just-in-time Manufacturing: One of the more common terms in the lean vocabulary, this term refers to the production or conveyance of parts or material only when they are needed and in the quantity required. Kanban: An instruction for production or conveyance.

ASAL - USUL STOP-CALL-WAIT ?

Dari mana asal nya STOP-CALL-WAIT ?



STOP-CALL-WAIT mula menerlalui dengan pelaksanaan Toyota Production System. Ia adalah salah satu batu asas didalam Lean Production System yang melibatkan konsep Jidoka dengan Andon sebagai alat.

The most common form of a kanban is a hand sized signboard however, there are other methods used as kanbans (click on the "Kanban" button on the nav bar for more info). Kaizen (Continuous Improvement): One of the key terms in the lean vocabulary, this refers to the need to continuously improve upon current processes. Continuous Improvement does not stop until all waste is eliminated. Non-Value-Added: Any work within the company that does not add value to the finished product.

Terminologi STOP-CALL-WAIT

- **Stop (MENGHENTIKAN)** : Menghentikan mesin atau proses kerja saat ditemukan kondisi abnormal
- **Call (MEMANGGIL)** : Memanggil pimpinan kerja (Koordinator/Spv) untuk datang ke lokasi ditemukannya kondisi abnormal.
Note : bila ada kondisi abnormal tetapi sudah masuk dalam scope tanggung jawab operator → tidak perlu memanggil
- **Wait (MENUNGGU)** : Menunggu & tidak melakukan apapun sampai ada instruksi dari pimpinan kerja termasuk usaha penanganan kondisi abnormal yang terjadi.

Much of the office work within an organization, although necessary, would be considered non-value added. Poka Yoke: This Japanese term refers to mistake proofing devices. These devices are often built into or interlocked with machinery to prevent missing an operation. Pull System: Each process pulls product from a previous process. The pull of product is the signal for the preceding process to replenish the parts that were pulled. This is also referred to as a replenishment system. Standard-in-process stock: The amount of product kept between operations/stations/processes in order to maintain proper process flow. Standardized Work: A carefully documented and balanced work process that must be adhered to by each operator to ensure consistency. Stop-Call-Wait: This concept refers to an operator's responsibility to "Stop" a process when something abnormal (defective) occurs, "Call" for support and "Wait" for the support to arrive before proceeding. TPS (Toyota Production System): A production system developed by Toyota (during difficult financial times for them) to facilitate small lot production in an economically feasible manner. It focuses on continuous improvement of processes, elimination of waste, level production and quality built into the process (among other principles). It is the basis for lean manufacturing. Value-Added: A common term in the lean vocabulary referring to any necessary work that adds value to a product. Most production work would be considered value-added work as it contributes directly to the finished product. Visual Control: This term refers to management by sight. Processes and measurable are set up so they can be understood at a glance. 5S is a type of visual control - a place for everything and everything in its place. These are some of the more common terms used as part of the lean vocabulary (or TPS vocabulary). If there are any other terms that you would like clarification on, please use the "Contact Us" button on the nav bar to the left. Visual Controls - Mieruka/Ketan Mokal, CSSGB Stop-Call-Wait Team member has a concern Y Is there a SAFETY concern ? Team member performs STOP-CALL-WAIT (WI-xyz) Team leader/Supervisor contacts Health and Safety department and/or Focus Factory Manager for direction before proceeding. Team member performs STOPCALL-WAIT (WI-xyz) Team leader/supervisor contacts Environmental Management Rep. and/or Focus Factory Manager for direction before proceeding. N Y Is there an environmental concern? N Is there a quality concern? Y Team member performs STOPCALL-WAIT (WI-xyz) Is the issue of concern from a previous operation? Y Obtain and review the governing RULE (Op. Std.) with the responsible team leader/supervisor. Y Team leader/supervisor contacts and receives direction from Management before proceeding. N Does the RULE identify a "CF" (Critical Feature) CF N Follow the guidelines of Nonconforming Product Procedure 8.7 MCR # S01779