

## ENGR 344 - Radar/Spider Charts

Purpose: Graphically depict business metrics with respect to goals. A radar chart is a single radial plot that graphs several performance measures. (Quick visual)

Principle: "Measurement is fundamental to the PDCA cycle in both the plan stage (collect data) and the check stage (collect data). Any area for which improvement is sought must be initially measured to establish a baseline against which to measure progress" (Nicholas, 1998, p. 98).

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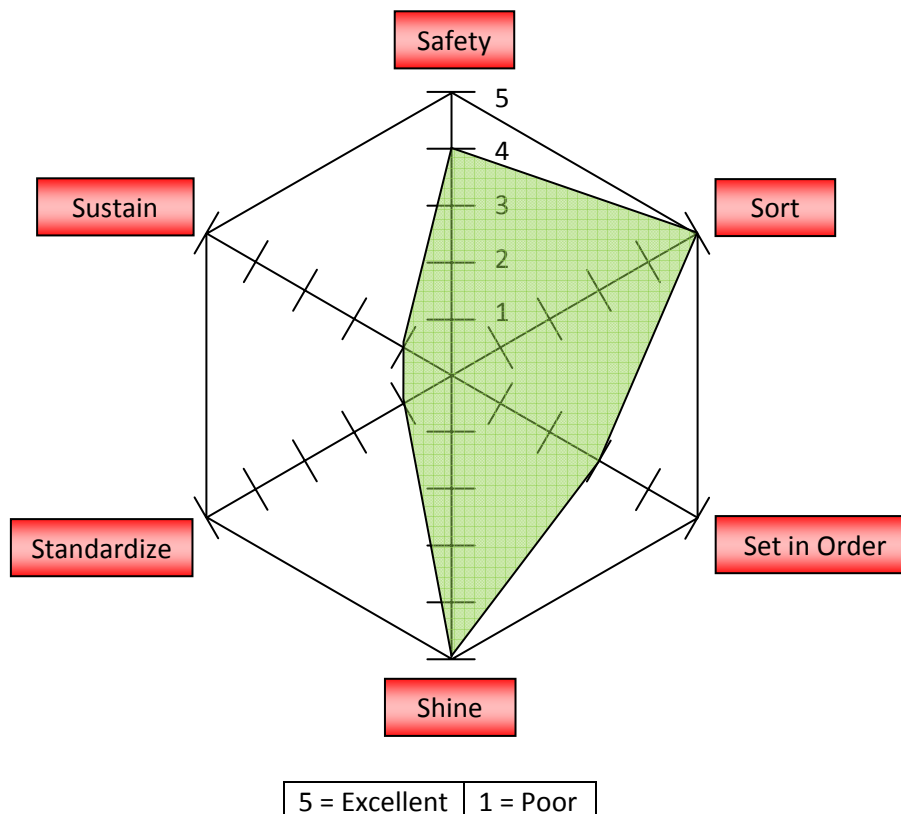
Common Metrics (KPI's) Measured: 5S (Sort, Set to Order, Shine, Standardize, Sustain), Safety, Quality, Cost, Delivery, Training, Efficiency, Time

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Process:

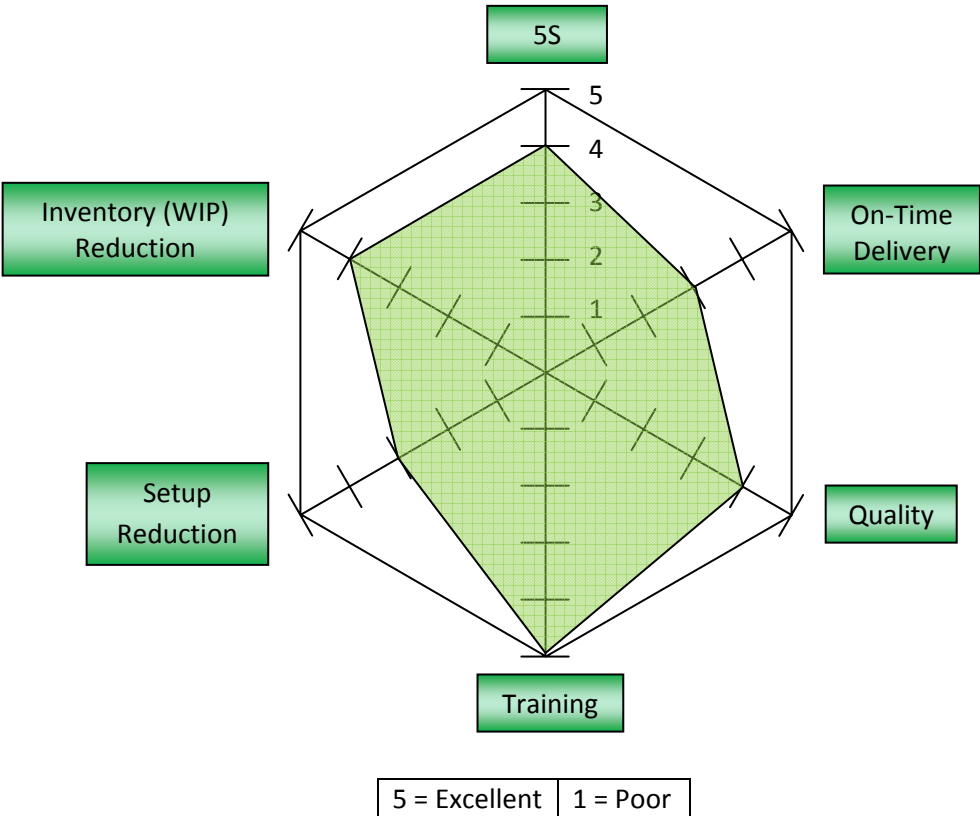
1. Identify information management team wishes to compare.
  2. Determine a list of evaluation criteria.
  3. Determine the scale (Score) for each criterion.
  4. Draft chart using spokes for each criterion, indicating scale marks on each spoke.
  5. Label spokes.
  6. Place dots at the measure determined (current state) for each criterion.
  7. Connect dots and fill in space representing actual performance (current state).
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### Area 3: 6S ASSESSMENT (March 7, 2008)



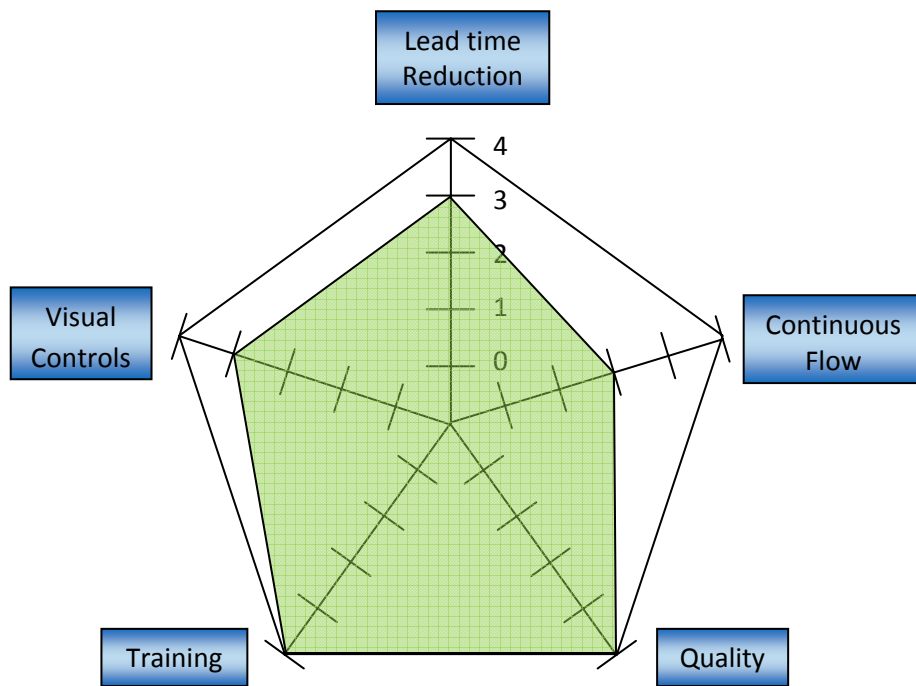
Area 3: Excellent Sort, Average set-in-order, Excellent shine, Poor standardize, Poor sustain, Good safety

OPERATIONS ASSESSMENT (October 16, 2007)



Operations: Good 5S, Average OTD, Good Quality, Excellent training, Average Setup Reduction, Good WIP reduction

## LEAN OFFICE ASSESSMENT (October 16, 2006)



4 = Signature/Well Developed
3 = Developed/Visible results
2 = Average results
1 = Beginning Implementation
0 = No Effort/Commitment

Office operations: Good Lead time, Average Continuous Flow, Excellent Quality, Excellent Training, Good Visual Controls

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### Support obtained from:

George, M. L., Rowlands, D., Price, M. & Maxey, J. (2005). The lean six sigma pocket toolbook. New York: McGraw-Hill.

Nicholas, J. M. (1998). Competitive manufacturing management. McGraw-Hill.

Sayer, N. J. & Williams, B. (2007). Lean for dummies: Eliminate waste, add customer value, and improve performance. Hoboken, New Jersey: Wiley.