

Eck Plastics Customer RFQ Documentation

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Author Note: The project is being completed by senior Industrial and Systems Engineering students at Binghamton University. The team is working with Brett Pennfeather, Steve Zwierlein, and Trudy Stone as representatives of Eck Plastics.

Abstract: Eck Plastic Arts (Eck) is a manufacturer of custom plastic parts in Binghamton, NY. Eck has a six-step administrative process that their staff must follow to complete orders. This process, however, is not thoroughly documented, which causes difficulty in training new employees and cross-training current employees. The goal of this project is to create a process flow document for the administrative process to reduce training time associated with both employee groups from 90 to 45 days. The document contains written and visual descriptions of the six steps that walk a user through fundamental administrative operations at Eck critical to successful order processing. Validation for the effectiveness of the document comes from a questionnaire, completed before and after use of the document, that tests employees' general knowledge of Eck's administrative process. Further validation comes from user-satisfaction surveys and cost saving estimates from Eck management.

Keywords: Process Improvement, Training, Process Flow