

Global Fitness For Use

A Practical Guide for Meeting Critical Customer “Use” Criteria



Fitness For Use

- A simple, but comprehensive system used to establish customer needs, define product/process/machines and assure products and processes are in-control and capable.

- ***Benefits:***

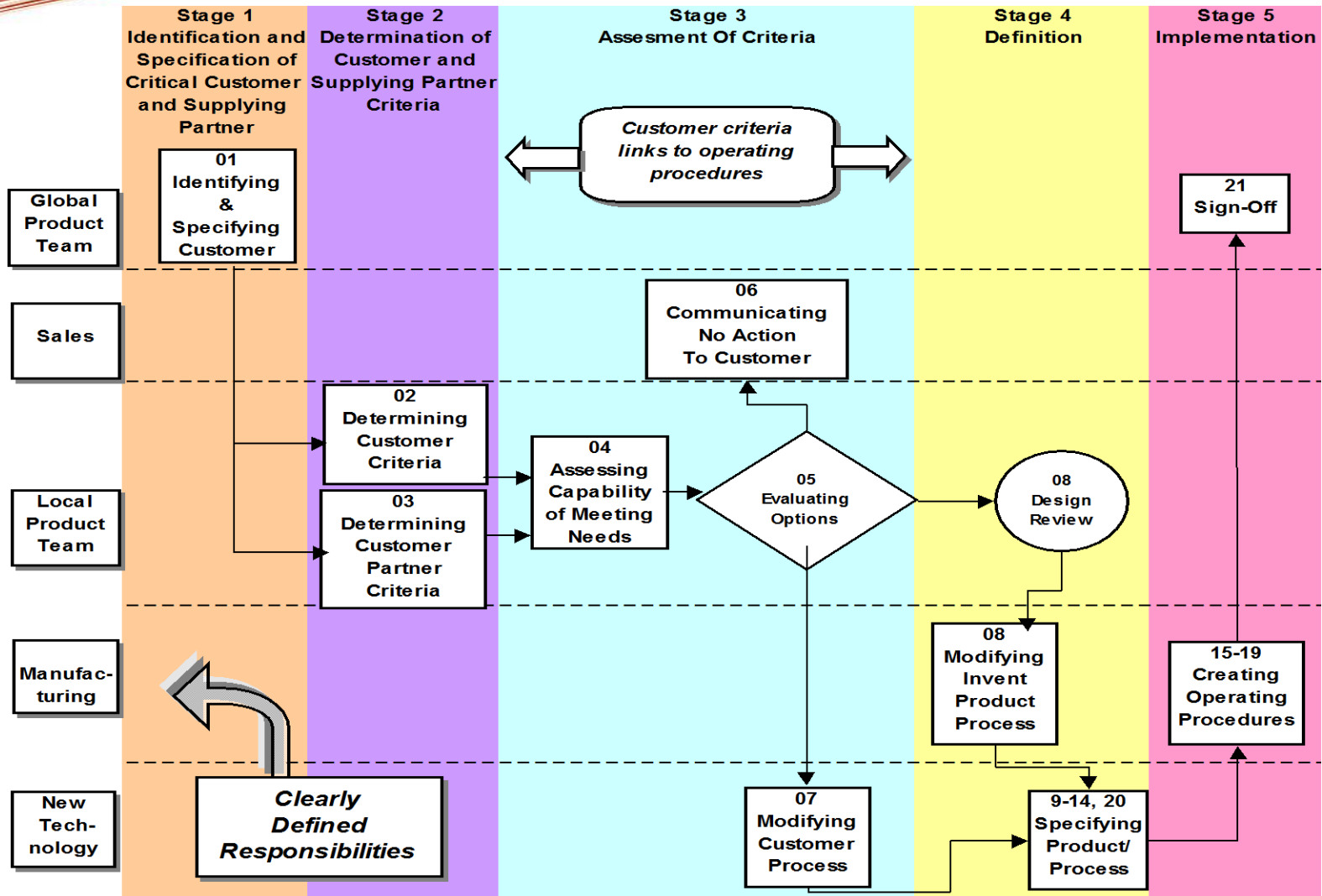
- Provides guiding principles to determine customer use criteria
- Creates customer-driven environment
- Provides a documented understanding of a product/service so that it may be modified in a controlled manner if required
- Prevents duplication of efforts by clarifying roles
- Establishes a common product and process language
- Clarifies relationships between Customer Needs, Product Characteristics, Process Variables and Machine Specs

5 Stages of Fitness For Use



1. Identify Critical Customer and Supplying Partner Base (MFG Site)
2. Determine Customer and Supplying Partner Criteria
Determine Use Criteria in the format of Need, Measurement System and Goal
3. Assess Criteria
Compare the customer use criteria to our capability to meet the needs. Gaps are identified with an action plan.
4. Definition
Processes and procedures are modified or invented
Emphasis on linking machine, process and product.
5. Implementation
Write work instructions and operator control plans

FFU Deployment Chart



FFU Customer Criteria Sheet

Product Fitness-For-Use Criteria

Customer:	Product FFU Criteria	Product:	TBD - Product to be developed
Customer Process:	Wet Formed Mat Process	Preparation Date:	4/18/95
Customer Product:	Shingle/Roofing Mat	Validation Date:	4/26/95
End Use:	Roofing Shingles and Roll Roofing	Prepared By:	Stephen Beli

Expressed in the customer's language and do not state what the product is, but what it must "DO" when used

FFU Criteria are given a relative importance based on customer feedback.

Measurement Systems are the methods that a Customer uses to determine if criteria has been met.

Must be achieved against the measurement system that represents satisfactory performance.

This column is updated when an assessment of how Owens-Corning is doing versus the criteria is made.

This column is used to communicate Owens-Corning's action to fill a "gap" between desired and actual performance.

USE CRITERIA	RANK	MEASUREMENT SYSTEM	GOAL	ASSESSMENT	PROGRAM
A. PRODUCT					
1. Need to insure that our product meets regulatory standards.	1	UL 5 Rating	100% Pass		
2. Consistent mat composite strength at 800 fpm line speed (1.8 lbs. Mat) produced on Little Rock type machine	1-a	ISO 828 for MD tensile	175 lbs. Minimum		
	1-b	ISO 828 for CMD tensile	60 lbs. minimum		
	1-c	ISO 828 for MD wet tensile	60 lbs. minimum		
	1-d	ISO 828 for Permeability	755-855		
3. Obtain budget efficiency at budget line speed (800FPM) on a Little Rock Type machine	2.00	- Daily production record of Job Efficiency - Web Breaks per shift (adjusted to breaks per 5,000 rolls)	>93% >100		
4. Obtain a homogeneous mat on a Little Rock type machine at 800 FPM	3.00	Visual inspection by line operator for undispersed fiber	>1.5% roll reject rate		
B. LOGISTICS					
1. Effective logistics.		Inventory in receiving area	less than 2 day supply more than 1 day supply		
2. Want "High Tech" communications		Percent of transactions that are electronic	>90%		
C. SUPPORT					
1. Need to minimize advertising budget		Consumer Survey Reports	30% of sales generated by advertising other than native. Sales are a result of pull-thru by supplier.		