

CHAPTER V

DATA ANALYSIS



From the result, this chapter will be divided in to two parts.

5.1 Observed Analysis

Table 5.1: Comparison of the Critical Process between Before & After Implementation

Process	Ladplaow			Vipavadee		
	before	after	%	before	after	%
TR Receiving	45.27	7.40	83.55	46.33	7.53	84.41
Online Correction	12.93	12.00	7.19	14.33	10.60	26.03
Total	315.32	44.53	85.88	316.93	36.47	88.49

The average cycle time of the whole process of Ladplaow and Vipavadee after implementation decreases 85.88% and 88.49% respectively. This result is due to these main reductions:

- Reduction of Management Approval Process:
After the separation of the two departments, Service and Part, and the setting of new department, Cooperate Quality Assurance, approval of the management level has more convenience.
- Reduction of Request Company's Car:
Due to the Team setting two cars for technical centre to use in urgent case or unsolvable case in the centre, the experts will not waste their time waiting for the company's car.
- Reduction of the travel time:
As most of the problem can be solved in house, so there rarely has case to go outside.

TR receiving Process of Ladplaow and Vipavadee decrease 83.55% and 84.41% respectively. Even though the result is good but it still is less than what the team has expected. The averages should be lower than 7.40 and 7.53 minutes, Ladplaow and Vipavadee respectively, if the technician has more skill in new technical report.

Online correction time decreased 7.19% and 25.03% due to the report having more detail. Especially, it can show expert four of the picture which are very useful in order to get the right point in few minutes.

5.2 Survey Analysis

The results of survey in technical centre are shown as graphs below:

- Technical Centre Results

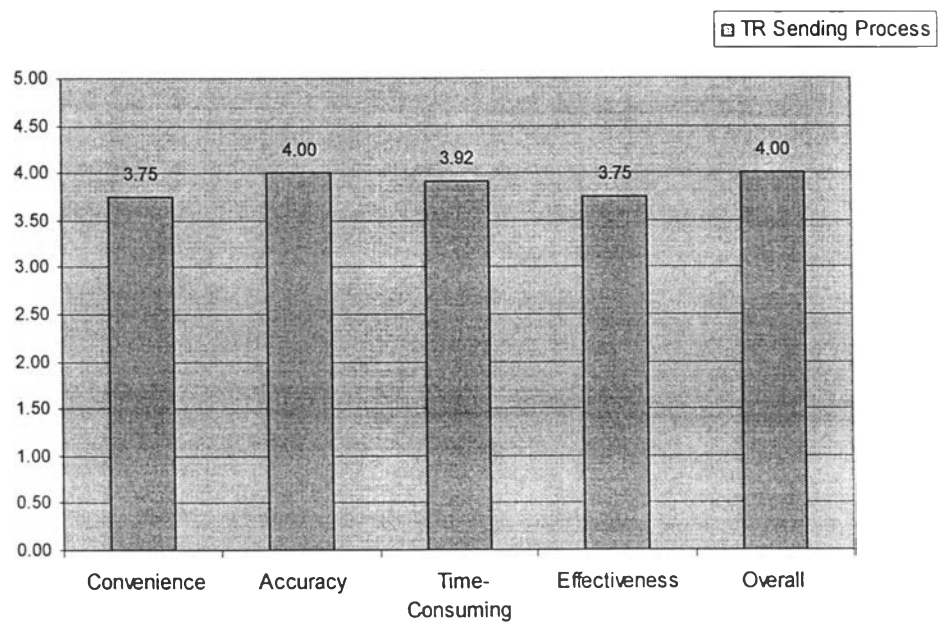


Figure 5.1: TR Sending Process Survey (Technical Centre)

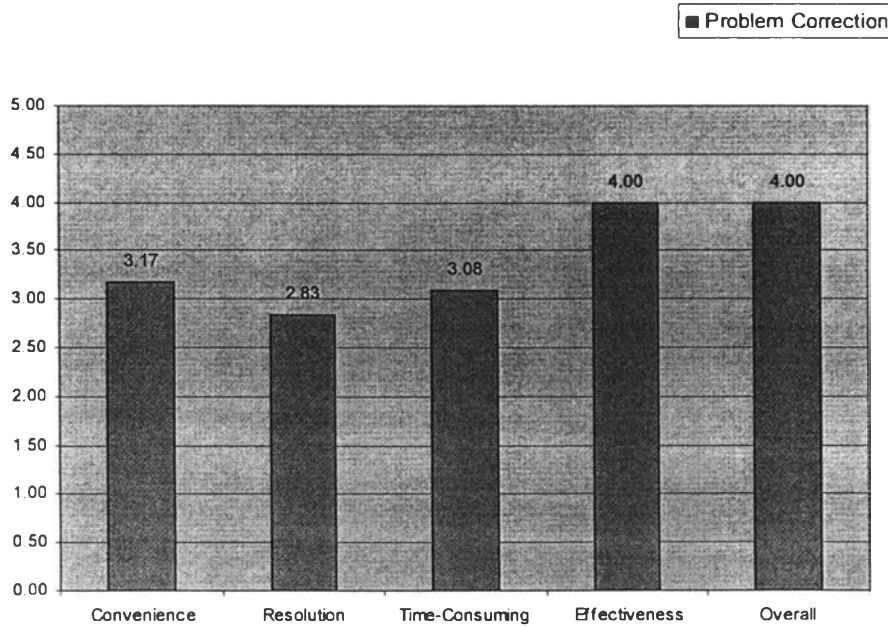


Figure 5.2: Problem Correction Process Survey (Technical Centre)

From overall results, new TR sending process has more success in technical centre especially in the accuracy of data, but in the web camera correction process there are some troubles about resolution that the Team should concern with in the improvement.

- Dealer Results

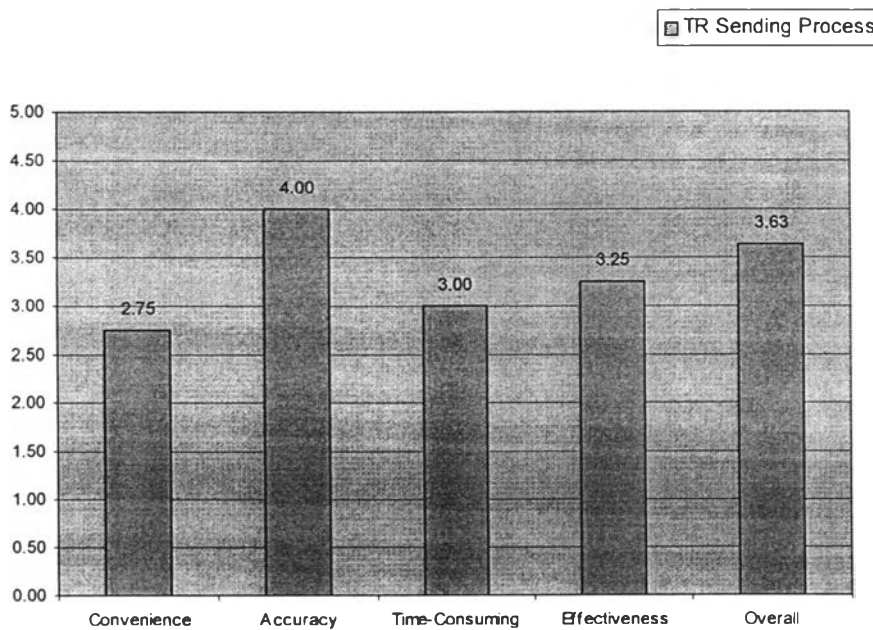


Figure 5.3: TR Sending Process Survey (Dealer)

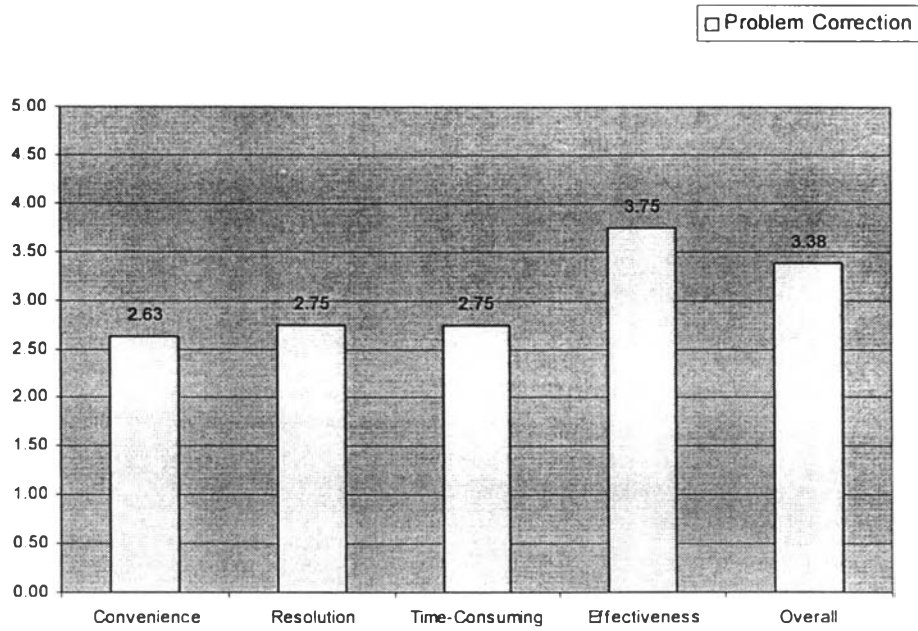


Figure 5.4: Problem Correction Process Survey (Dealer)

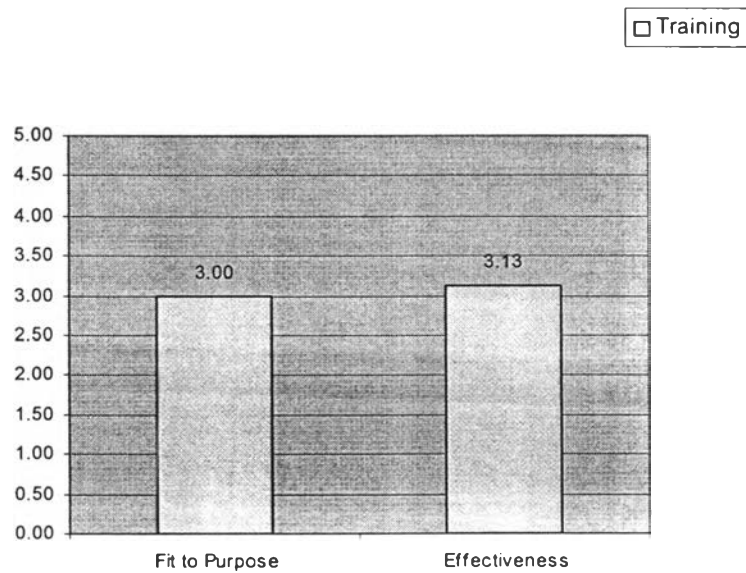


Figure 5.5: Training Successful Survey (Dealer)

From the graph, Dealers still stick with the old process. Even though it has more accuracy of data, they comment that the new TR is not flexible for them. They like to write in the paper, that can be written or drawn anything in prompt, and send by fax machine. They still need more training both in technical knowledge and in the new process.

- **Customer Results**

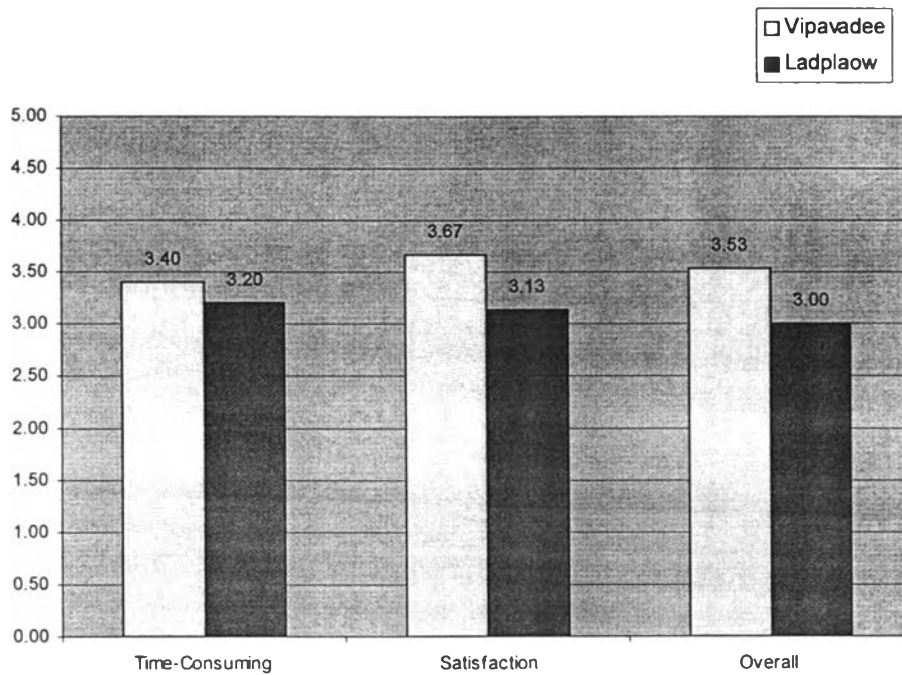


Figure 5.6: Customer Satisfaction Survey (Dealer)

The overall of customer result is about good but the customers still want to finish their car in dealer more quickly. It is noticed that the customer response of Vipavadee is higher than that of Ladplaow. This is upon the other factors of each dealer such as, communication, cleanness of dealer, customer room and etc.