



Driving Force

A newsletter focused on power transmission
From your friends at Bison Gear and Engineering

March 2004

The Lean Journey

C.O.A.R. = Improved Customer Satisfaction

Like many other companies, Bison keeps track of our on time shipping percentage as a measure of customer satisfaction. We have made steady improvement in that area, but lately we've asked ourselves the question "If we make a shipment on time, can we guarantee that the customer is happy?" The answer is no, because in many cases our customers have asked for earlier ship dates.



Bison motor shaft flow line. Ground and polished bar stock in background, lathe on left, hobbing machine on right.

This year we are tracking our change order acceptance rate (COAR). We feel that if we say yes to the requested ship date, and then ship on that date, we are truly meeting customer expectations.

For 2004 we have created a new rating called the Bison Pride Rating. We calculate it by multiplying together our on time percentage, our COAR, and our quality rating. We have established an initial goal of 95% as indicated below:

$$\text{COAR}\% \times \text{On-Time}\% \times \text{Quality}\% = \text{Pride Rating}$$
$$97\% \times 98\% \times 99.5\% = 95\%$$

We want Bison to be the supplier that is a pleasure to work with. We feel our Pride rating will help drive our improvement process in that direction.

Bison Introduces Literature on New Line of PMDC Motors and New Model 562 Gearmotor!



Get Yours Today!
Call 1-800-At-Bison
or email us at
info@bisongear.com



Hollow Shaft Gearmotor Model 562 1/20 to 1/4 HP

- * Choose from multiple shaft options or mount directly to the 3/4" hollow shaft.
- * Motor options include PMDC, single phase, and three phase inverter duty.
- * Gear ratios span from 30:1 through 2200:1 with up to 1100 in-lbs continuous torque ratings!



www.bisongear.com

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