



AEERO GLOSSARY OF TERMS



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GLOSSARY OF TERMS

Business Improvement Techniques (also known as Process Improvement Techniques)

Various techniques and theoretical approaches including: continuous improvement, reengineering, Hoshin Kanri, Total Quality Management (TQM), Kaizen, Lean, Six Sigma.

Each of these methods has the same goal: to attain process improvement.

Business Process Management

The application of multiple business process improvement steps directed at the alignment of an enterprise. Takes a wide view of a business processes (rather than just functional), focusing on the whole business and its strategic goals.

Continuous Improvement / Kaizen

Ongoing effort to improve products, services or processes. Can be incremental improvement (over time) or breakthrough improvement (all at once).

Delay

A type of step in a process map.

Waiting time of the operators or materials

ECVET

ECVET is a technical framework which supports the transfer, recognition and accumulation of learning outcomes. It provides a set of principles and tools that facilitate the process of learner recognition, with a view to achieving a qualification.

Hoshun Kanri

Method for ensuring that the strategic goals of a company drive progress and action at every level, eliminating waste that comes from inconsistent direction and poor communication.

Inspection



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A type of step in a process map.

Checking quality/quantity.

International Quality Standards

A set of international standards on quality management and quality assurance developed to help companies effectively documented the quality system elements needed to maintain an efficient quality system.

Kaizen

See Continuous Improvement

Lean

Lean model for production and manufacturing is a collection of business practices, strategies and methods that focus on waste elimination and continuous improvement within an organisation.

Muda

Waste caused by any activity that consumes resources without creating value for the customer.

Mura

Waste caused by unevenness in an operation.

Muri

Waste created through overburdening (either of equipment or operations).

Non-value-added activity

Any work carried out which is necessary under current conditions but does not increase product/service value.



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Operation

A type of step in a process map.

Main steps of the task/job involving modification / change.

Process

A set of interrelated or interfacing activities that transforms inputs into outputs.

Process Flow Analysis

A visual lean tool used to pictorially show waste within a process. It is used to identify waste and opportunities for improvement and can also be used measure the process efficiency.

Process Improvement Techniques

See Business Improvement Techniques

Process Mapping

The visual documentation of a process from start to finish.

Process Mapping is a flow-chart style representation of a process that has a multitude of uses from internal communication to external communication, cause and effect investigation and training. It is less involved and less detailed visual aid than the more complex value stream map.

Quality Management Systems

A set of policies, processes and procedures required for planning and execution in this core business area of an organisation.

Reengineering

Business process **reengineering** (BPR) involves the examination and redesign of business processes and workflows in your organization. A business process is a set of related work activities that are performed by employees to achieve business goals.

Six Sigma



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Quality improvement orientated process management system that uses statistical tools and empirical techniques to reduce the number of defects within a process.

Total Quality Management (TQM)

A system of management based on the principle that every member of staff must be committed to maintaining high standards of work in every aspect of a company's operations.

Transport

A type of step in a process map.

Movement of the persons/quantity of goods.

Value-added activity

Any work that changes the nature, shape or characteristics of the product/service in line with customers' requirements.

Visual Management

A way to visually communicate expectations, performance, standards or warnings (key to making Lean work in a workplace).

Waste

All unnecessary work.



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