

1. TITLE OF THE PROJECT

**“DESIGN OF A STANDARD OPERATING PROCEDURE FOR AN
OPERATION SEQUENCE FOR AN AUTOMOBILE SERVICE STATION
WITH THE HELP OF LEAN SIX SIGMA METHODOLOGY”
(A CASE STUDY OF SEVA AUTOMOTIVE PVT LTD)**

2. STATEMENT OF THE PROBLEM

The area of study of this project is design of a Standard Operating Procedure (SOP) for an operation for an Automobile Service Station with the help of lean six sigma methodology. In current Business scenario the tasks that company performs are diverse: telemarketing, technical support service, customer support service, insurance processing, data entry and conversion services, bookkeeping and accounting and online researching, and form processing. The problem that this creates is that there can be no standardized training program suitable to all the organizations that can be given to the prospective employees before they are actually absorbed into the company. Six Sigma has evolved over time. It's more than just a quality system like TQM or ISO. It's a way of doing business. Sigma is the measurement used to assess process performance and the results of improvement efforts - a way to measure quality. Businesses use sigma to measure quality because it is a standard that reflects the degree of control over any process to meet the standard of performance established for that process.

3. OBJECTIVES OF THE STUDY

1. To study of existing Service procedure of an Automobile Service Station.
2. To applying lean Six Sigma Methodology and Standard Operating Procedure (SOP) for an operation sequence in an Automobile Service Station.
3. Comparison between old and new design of Standard Operating Procedure (SOP) for operation sequence in an Automobile Service Station.

4. RESEARCH METHODOLOGY

Methodology: **Primary Data**

EXPLAINATION

Research Design

Research design is a research plan which requires that what data is to be collected, what research techniques and instruments are to be used, how a sample is to be selected, and how information is to be collected from this sample.

The selection of respondents will be doing on the basis of convenience sampling (Non-Probability). Basically I will use random sampling method. In this study, automobile service station with the help of lean six sigma methodology at Seva Automotive Pvt Ltd.

STATISTICAL TOOLS: MS-EXCEL AND MS-WORD

Research Instrument

Descriptive research is used in this project report in order to understand the evolving competitive environment. The method used were following

- ❖ Questionnaire method.
- ❖ Direct Interaction with the users.
- ❖ Data collection.

NUMBER OF RESPONDENT

50

LOCATION OF STUDY

Nashik

METHOD YOU WILL USE TO CLASSIFY DATA

Primary Data: - The sources of Primary data are questionnaire and Personal interviews.

Secondary Data: - The sources of secondary data are internet, books and magazines.

METHOD YOU WILL USE TO PRESENT DATA

- ❖ Questionnaire
- ❖ Pie Charts
- ❖ Bar Graphs
- ❖ Likert Scales

COMPANY NAME: “SEVA AUTOMOTIVE PVT LTD”

5. COMPANY PROFILE

Seva, made its debut way back in 1985 at Dwarka, Nashik. It has played a major role in the revolution brought about by Maruti, specifically when Suzuki had launched “Maruti 800” in 1983 which was specially designed for Indian roads. Seva further expanded its horizons by setting up new facilities at MIDC Ambad in 1990. Keeping up with times, the infrastructure at Seva Nashik is fully equipped with latest state of the art 3S facilities (Sales, Service and Spares) spread over an area of around 44,000 Sq.ft.

6. QUESTIONNAIRE

Q1. Do you think that the Service procedure adopted at the service center is not appropriate as per the new standard?

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Highly Disagree

Q2. After implementing the six sigma Quality standard the overall effectiveness increases at the service center?

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Highly Disagree

Q3. After implementing the Six Sigma is the Servicing procedure the wait time for the client becomes less as engineers are able to Service the more vehicles at same time parallel.

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree

- ☐ Highly Disagree

Q4. Service Center is able to deliver more Quality Service to the Customer after implementing new Service procedure for vehicles.

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Highly Disagree

Q5. Which process requires the improvement in the service center?

- ☐ Initial vehicle inspection & job assignment
- ☐ Actual Service center procedure like engine oil, oil filter, spark plug service, Services etc.
- ☐ Inspection & replacement of timing belt.
- ☐ Tier balancing
- ☐ Car washing
- ☐ Delivery & Billing

Q6. Using the parallel services mechanism in the workshops will increase the efficiency of work & reduce the waiting timing.

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree

- ☐ Highly Disagree

Q7. Before delivery inspection of the vehicle is top most important to implement the Quality.

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Highly Disagree

Q8. Six Sigma & Lean implementation results is increase in profit, less labour & decrease in timing to repair/ service.

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Highly Disagree

Q9. Initially inspection of the vehicle is top most important while making the job card.

- ☐ Yes
- ☐ No
- ☐ Can't say

Q10. Accounting & Billing is time consuming & increase the wait timing before delivery to the owner.

- ☐ Agree
- ☐ Highly Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Highly Disagree

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7. REFERENCES

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8. CHAPTERISATION

Detailed/final Project Report will include the following chapters

Chapter –I	Introduction
Chapter –II	Objective and scope of study
Chapter –III	Review of Literature
Chapter –IV	Research Methodology
Chapter –V	Data Analysis and Interpretation
Chapter –VI	Findings
Chapter-VII	Conclusion and Limitations
Chapter –VIII	Bibliography
Chapter –IX	Appendix-1

9. PROFILE OF PROJECT GUIDE

Name :

Age :

Educational Qualification :

Professional Experience :

Organization :

Current Designation :

Brief Profile :
(Maximum 200 Characters)

Address :

House No. :

Street :

City :

State :

Country :

Phone Number (Office) :

Phone Number (Residence) :

Mobile Number (10 digits) :

Email :