

A Lean Manufacturing Model for Reducing Dead Time on A Labels Production Line

Eduardo Gutierrez Gonzalez ¹, Mario Aguilar Fernandez ², Victor Manuel Cordoba Lobo ³

^{1,2} National Polytechnic Institute, Section of graduate studies and research, Mexico

³ National Polytechnic Institute, math academies, Mexico

Abstract - This article presents a lean manufacturing model for reducing dead time on production lines in a flexographic company. The model is constructed based on dead time indices; factors with the highest influence in dead times are determined by the principal components of the multivariate analysis. Risks under different dead time scenarios were calculated in order to compare results.

Mathematics Subject Classification (2010): 90B30, 90B70

Keywords - dead time, lean manufacturing, risk, principal components.

I. INTRODUCTION

This research was developed at the ETIFLEX S.A. de C.V. Company. This company has a wide variety of clients, and supplies its products to companies dedicated to different lines of Business: food industries, pharmaceutical companies, cosmetics industries, industrial products manufacturers, plastic products manufacturers, cardboard factories, and others. Lately, this company has expanded its production capacity, because it has acquired printing presses that yield higher productivity; additionally the company has increased its necessity of:

- Process Design.
- Process Planning.
- Process Control.

Nowadays, it is necessary for the company to establish indicators in different process stages in order to be able to take better decisions during the business strategies that were previously planned.

In recent years, clients' specifications and requirements have increased and this is a primordial situation for every company. Costs reduction and service levels improvement must be considered as priority among company processes in order to get a competitive advantage in the industrial sector.

Furthermore, it is important to notice that failures related to quantity, shape, time and place of costumer requests are penalized in costs during the supply chain, observed as stoppages in production lines, reworks, delays, unscheduled storage, etc. For that reason, and according to the parametres currently established, it is considered that stoppages on production lines is one of the most expensive and frequent causes in productive processes of a company. Quantifications have shown that an average of 17.7 dollars per minute is lost during a stoppage in production lines.

Costs of stoppages are considerable; because of this, ways to decrease them are always sought. However, firstly it is necessary to find the principal causes of stoppages on production lines and how to reduce them. It is also important to quantify reduction costs of stoppage causes.

This research aims to quantify stoppage times and the risk or loss caused by stoppage on production lines. Additionally stoppage indexes for each printing press are proposed, in order to compare them and be able to find a way to decrease stoppage times.

This research proposes a model based on Lean Manufacturing Philosophy to detect the principal causes of stoppage on production lines. The specific objectives are to build a model that will contribute to:

- Identify principal stoppage causes on production lines.
- Reduce dead times on production lines.
- Standardize stoppage measurements using indicators that lead to compare different production lines.
- Decrease loss caused by stoppages on production lines.
- · Construct indexes to evaluate dead time.

II. MATERIALS AND METHODS

The methods for describing the model used for decreasing production losses due to dead times on production lines in the company are described as follows.

2.1 Production Line

An experiment was performed in the printing press model FA-2500 trademark NILPETER, having five workstations.



2.2 Causes of stoppages on production line

There is a variety of causes of stoppages on production lines and they depend on the product characteristics manufactured in each company. Although most label and ticket production processes have similar stoppage causes, sometimes it is complicated to define a stoppage. For that reason, stoppage causes must be standardized for the whole company.

A diagnosis was made in two similar printing presses to find the most frequent stoppage causes and to define priorities and make an ABC classification or a Pareto study.

2.3 Performance of stoppage causes on production lines

The research team made a study to compare distribution models that best fit the data, Akaike 1974, AIC decision criteria was considered.

To make adjustments, a function that obtains the best parametres estimators of each proposed model was programed in the project R.

2.4 Risk and dead times scenarios

After the performance of each stoppage cause, Class A was determined. It was possible to define and calculate the risk of events or possible scenario during dead times in a company.

In a stoppage cause, the performance of its dead time can be defined as a random variable X with distribution function $F(x;\alpha,\lambda)$, then in a specific scenario with dead time T, risk will be defined as:

$$R(T) = F(T) \times C \times T \tag{2.1}$$

Units used in this study case are:

- R(T) risk of occurrence of scenario of dead time T in dollars,
- *F*(*T*) cumulative distribution function of the dead time *T* in minutes,
- *C* cost of stoppage occurrence during one time unit (minute) in dollars,
 - *T* total time in minutes of the studied stoppage.

2.5 Dead time indexes construction

Dead time indexes were constructed for each printing press. The construction process is the following.

It is supposed that m causes exist with n observations per cause (days).

Step 1. To construct a daily indicator for each stoppage cause

Production lines are considered as independent, an indicator for each stoppage cause j is constructed standardizing each dead time per day, so the highest indicator corresponds to the lowest time

$$I_{ji} = \frac{M_j - x_{ji}}{M_j - m_j}.$$

Where, i = 1, 2, ..., n y j = 1, 2, ..., m

- M_j is the longest dead time attributable to determined stoppage cause.
- *m_j* is the shortest dead time attributable to determined stoppage cause.
- x_{ji} is the dead time during the day i attributable to the stoppage cause j.
- I_{ii} is the index value in day i of stoppage cause j.

In the case of the studies printing press values are: i = 1, 2, ..., 134 y j = 1, 2, ..., 7.

Step 2. Calculate a dead time index per stoppage cause

The general dead time index of stoppage cause is defined as the average of daily dead time indexes of stoppage cause.

$$I_j = \frac{1}{n} \sum_{i=1}^n I_{ji} .$$

Step 3. Calculate dead time indexes in the printing press

To calculate the dead time index, it is necessary to propose a value for each stoppage cause. A good method for proposing values for constructing indexes is given by the principal components method, of the multivariate analysis.

For using the principal components method, calculations were made by the statistical software SAS.

III. RESULTS

Methods proposed in the section above, were applied to measure dead times on production lines de 17 and 19.

3.1 Causes of stoppage on production lines 17 and 19

Dead times data from printing press 17, FA-2500 was collected from May to December 2010 for this study. Data was classified using ABC classification.



Table 3.1 shows ABC classification of the stoppage causes in the printing press FA-2500. ABC classification was based on criteria related with dead times that statistically determine the most relevant stoppage causes according to minutes invested in each stoppage cause.

According to this analysis it can be said that stoppage causes grouped in Class A are the most important based on their frequency, see table 3.1.

In total 67704 dead minutes were identified during the observed period. Principal stoppage causes and respective costs are described in Table 3.2.

Similarly for printing press 19, see tables 3.3 and 3.4.

In total 70545 dead minutes were identified during the period from May to December 2010. Principal stoppage causes and respective costs are described in Table 3.4.

After analyzing both printing presses, results show that from May to December 2010 stoppage causes included in Pareto class A in printing press 17 represent 51897 dead minutes equivalent to \$920,525.79 USD accumulated dead time cost. While in printing press 19, dead time is 56425 minutes that correspond to \$1001284.2 USD accumulated dead time cost.

Causes	Min.	Accum.	%	Class
Machine cleaning	13356	13356	19.727	
Lunch time	9738	23094	34.111	
Load change	7926	31021	45.818	
Quality approval	6687	37708	55.694	A
Tape change (raw material)	6349	44057	65.072	
Not defined	4618	48675	71.894	
Engravings cleaning	3312	51987	76.785	
Frame was broken	3241	55228	81.572	
Personnel	2740	57968	85.619	
Waiting for coiling	1909	59877	88.439	
Cutting mold does not cut	1464	61341	90.601	n.
Shade adjustment	922	62263	91.963	В
Engravings change	770	63033	93.101	
Anilox cleaning	684	63717	94.111	
OP Information failure	574	64291	94.959	
Defective plates	519	64810	95.725	
Corrective mechanical mant.	487	65297	96.445	
Lack of personnel	456	65753	97.118	
Turn changing	382	66135	97.682	
Corrective electrical mant.	375	66510	98.236	
Lack of tools	323	66833	98.713	
Lack of raw materials	310	67143	99.171	
Lack of technical or approval	173	67316	99.427	C
documents				
Electrical failure	124	67440	99.610	
Failures in raw materials	102	67542	99.761	
Logistic failure	89	67631	99.892	
Laminate changing	63	67694	99.985	
Weekend	9	67703	99.999	
Folio failure	1	67704	100	

Table 3.1 Pareto diagram of dead times causes in FA-2500 printing press.

67704

TOTAL

Printing press 17									
Cause	Cost USD	Min	Total cost						
Machine cleaning	\$ 18.10	13356	\$ 241,743.60						
Lunch time	\$ 16.50	9738	\$ 160,683.11						
Load change	\$ 15.30	7926	\$ 121,270.10						
Quality approval	\$ 22.20	6687	\$ 148,451.40						
Tape change (raw									
material)	\$ 15.90	6349	\$ 100,953.39						
Not defined	\$ 19.30	4618	\$ 89,133.00						
Engravings cleaning	\$ 17.60	3312	\$ 58,291.20						
		51987	\$920,525.79						

Table 3.2 Principal stoppage causes and respective costs in printing press 17.

	press 17			
Causes	Min.	Accum.	%	Class
Machine cleaning	16139	16139	22.878	
Tape change (raw material)	9550	25689	36.415	
Load change	8527	34216	48.502	
Not defined	7936	42152	59.752	A
Quality approval	6356	48508	68.762	
Frame was broken	4498	53006	75.138	
Engravings cleaning	3419	56425	79.984	
Lunch time	2306	58731	83.253	
Personnel	1421	60152	85.268	
Turn changing	1370	61522	87.210	
Anilox cleaning	1253	62775	88.986	В
Cutting mold does not cut	1147	63922	90.612	ь
Engravings change	988	64910	92.012	
Shade adjustment	977	65887	93.397	
Waiting for coiling	726	66613	94.426	
Lack of raw materials	616	67229	95.299	
Defective plates	580	67809	96.122	
Corrective mechanical mant	510	68319	96.845	
Raw material failure	461	68780	97.498	
Training	421	69201	98.095	
Corrective electrical mant	353	69554	98.595	
Logistic failure	189	69743	98.863	
Lack of tools	165	69908	99.097	
Laminate changing	134	70042	99.287	
Lack of standard	131	70173	99.473	C
Preventive maintenance	103	70276	99.619	
Electrical failure	101	70377	99.762	
Printing press without work assigned	88	70465	99.887	
Lack of technical or approval documents	48	70513	99.955	
OP information failure	13	70526	99.973	
Lack of personnel	10	70536	99.987	
Weekend	9	70545	100	
	70545			

Table 3.3 Pareto diagram of dead time causes in printing press19.



Printing press 19									
Cause	Cost USD	Min	Total cost						
Machine cleaning	\$ 18.10	16139	\$ 292,115.90						
Tape change (raw									
material)	\$ 15.90	9550	\$ 151,845.00						
Load change	\$ 15.30	8527	\$ 130,463.10						
Not defined	\$ 19.30	7936	\$ 153,164.80						
Quality approval	\$ 22.20	6356	\$ 141,103.20						
Frame was broken	\$ 16.10	4498	\$72,417.80						
Engravings cleaning	\$ 17.60	3419	\$ 60,174.40						
		56425	\$ 1,001,284.20						

Table 3.4 Principal stoppage causes and respective costs in printing press 19.

3.2 Random performance of stoppage causes on production lines FA-2500 and FB-2500

At this stage of the research, dead time performances were analyzed. For each stoppage cause in Class A the best dead time distribution was determined and its parametres were estimated using the AIC decision criteria. Calculations were made using the statistical package R. The graphic in figure 3.1 shows the distribution of dead times for the "engravings cleaning" stoppage cause. Similar calculations were made for each stoppage cause. In the graphic 3.1 axis *X* represents dead time in minutes and axis *Y* is relative stoppage frequency. Results of the best adjustments are show in tables 3.5 and 3.6.

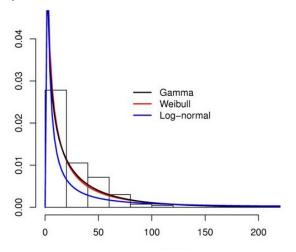


Figure 3.1 Histogram and graphic of engravings cleaning in P17.

3.3 Risk and dead time scenarios for printing pressers 17 and 19

Considering the results obtained above about the performance of each stoppage cause and best adjustments, it is possible to calculate the risk for each scenario of 50, 100, 150, 200, 250, 300, 350 y 400 minutes for each stoppage cause in each printing press.

Results of printing press 17 are show in tables 3.7 - 3.9 where stoppage causes are:

LM- Machine cleaning

R- Lunch time

CC- Load changing

AC- Quality approval

CCMP- Tape change (raw material)

ND- not defined

LG- Engravings cleaning

Estimators

	Estillators						
Cause	Distr.	AIC	V1	V2			
Maahina alaanina	Weibull	8948.9	1.0907	102.3756			
Machine cleaning. LM	Gamma	8953.0	0.8237	0.0082			
Livi	Lognormal	9770.4	3.9539	2.1095			
	Weibull	8429.1	1.1781	75.0885			
Lunch time	Gamma	8442.4	0.8760	0.0120			
R	Lognormal	9377.1	3.6220	2.2978			
	Normal	7970.0	73.2197	35.5976			
Load change	Weibull	8116.1	1.0856	61.1012			
CC	Gamma	8123.6	0.9805	0.0165			
CC	Lognormal	8738.0	3.4967	1.7450			
Quality approval	Weibull	7852.0	1.0198	50.5800			
AC	Gamma	7842.5	0.8743	0.0174			
AC	Lognormal	8487.3	3.2461	1.9162			
Tape change (raw	Weibull	7632.9	1.4328	52.0562			
material)	Gamma	7678.7	1.5922	0.0334			
COMP	Lognormal	8183.3	3.5196	1.2048			
Not defined	Weibull	7203.4	1.2467	37.1615			
Not defined ND	Gamma	7214.4	1.3849	0.0399			
ND	Lognormal	7593.9	3.1446	1.2118			
Engravings cleaning	Weibull	6399.2	0.6045	19.2345			
LG	Gamma	6279.2	0.4602	0.0185			
LO	Lognormal	6786.0	1.8159	2.7582			

Table 3.5 Models for adjustments of dead times in printing press 17.



International Journal of Emerging Technology and Advanced Engineering

Website: www.ijetae.com (ISSN 2250-2459, Volume 2, Issue 11, November 2012)

ES	tir	ทя	to	r

	Estimators				
Cause	Distr.	AIC	V1	V2	
	Weibull	9433.0	1.2666	123.912	
Machine cleaning	Gamma	9483.4	1.1177	0.0095	
LM	Lognormal	10277.1	4.2521	1.7821	
	Normal	9350.2	117.8037	71.2421	
Tape change (raw	Weibull	8561.1	1.2833	74.0276	
material)	Gamma	8609.6	1.2004	0.0172	
CCMP	Lognormal	9284.9	3.7727	1.5741	
T 1.1	Weibull	8421.8	0.8911	59.4223	
Load change CC	Gamma	8397.4	0.7692	0.0124	
	Lognormal	8970.0	3.3533	1.9770	
NI 4 1 6 1	Weibull	8321.3	1.0103	58.1494	
Not defined ND	Gamma	8321.6	0.9183	0.0159	
·	Lognormal	8824.5	3.4560	1.6328	
0 15	Weibull	7690.0	0.6282	38.0219	
Quality approval AC	Gamma	7533.9	0.4752	0.0103	
	Lognormal	8182.4	2.4873	2.9107	
Eromo woo brol:	Weibull	7364.0	0.8742	31.0076	
Frame was broken RE	Gamma	7342.0	0.7593	0.0231	
	Lognormal	7814.6	2.7038	1.8743	
Engravings alconing	Weibull	6674.4	0.6398	19.9346	
Engravings cleaning LG	Gamma	6569.1	0.4951	0.0199	
	Lognormal	7069.7	1.9317	2.5787	

Table 3.6 Models for adjustments of dead times in printing press 19.

Cause	Distr.	T	Risk	T	Risk	T	Risk
LM	Weibull	50	332.3458	100	1127.089	150	2119.332
R	Normal	50	212.1154	100	1277.210	150	2436.62
CC	Weibull	50	422.7691	100	1252.476	150	2133.034
AC	Gamma	50	709.5512	100	1902.768	150	3137.992
CCMP	Weibull	50	485.6575	100	1465.620	150	2359.931
ND	Weibull	50	738.1174	100	1867.834	150	2885.269
LG	Gamma	50	741.482	100	1674.855	150	2597.118

Table 3.7 Risks of scenarios 50, 100 and 150 dead minutes in printing press 17.

Cause	Distr.	T	Risk	T	Risk	T	Risk
LM	Weibull	200	3165.926	250	4204.674	300	5215.341
R	Normal	200	3299.392	250	4124.999	300	2909.762
CC	Weibull	200	2978.284	250	3787.161	300	4573.467
AC	Gamma	200	4335.758	250	5496.653	300	6633.695
CCMP	Weibull	200	3176.727	250	3974.694	300	4769.978
ND	Weibull	200	3858.888	250	4824.898	300	5789.992
LG	Gamma	200	3499.987	250	4391.025	300	5276.072

Table 3.8 Risks of scenarios 200, 250 and 300 dead minutes in printing press 17.

Cause	Distr.	T	Risk	T	Risk
LM	Weibull	350	6196.388	400	7152.997
R	Normal	350	3201.852	400	3605.357
CC	Weibull	350	5348.079	400	6117.197
AC	Gamma	350	7757.356	400	8874.034
CCMP	Weibull	350	5564.999	400	6360.000
ND	Weibull	350	6754.999	400	7720.000
LG	Gamma	350	6158.309	400	7039.281

Table 3.9 Risks of scenarios 350 and 400 dead minutes in printing press 17.

Similarly results for printing press 19 were calculated and a stoppage cause has been added:

RE- Frame was broken

A stoppage cause was eliminated:

R- Lunch time

Results are shown in tables 3.10 - 3.12.

Cause	Distr.	T	Risk	T	Risk	T	Risk
LM	Normal	50	154.4069	100	726.409	150	1830.833
CCMP	Weibull	50	360.5937	100	1224.776	150	2184.28
CC	Weibull	50	440.4377	100	1218.046	150	2060.788
ND	Weibull	50	556.0419	100	1587.619	150	2681.029
AC	Gamma	50	782.3879	100	1903.390	150	3083.859
RE	Gamma	50	627.3374	100	1510.617	150	2371.588
LG	Gamma	50	741.8924	100	1679.672	150	2601.886

Table 3.10 Risks of scenarios 50, 100 and 150 dead minutes in printing press 19.

Cause	Distr.	T	Risk	T	Risk	T	Risk
LM	Normal	200	3170.038	250	4381.305	300	5401.37
CCMP	Weibull	200	3091.379	250	3941.202	300	4758.458
CC	Weibull	200	2899.711	250	3720.28	300	4523.39
ND	Weibull	200	3741.501	250	4763.617	300	5759.531
AC	Gamma	200	4264.047	250	5429.646	300	6579.869
RE	Gamma	200	3202.818	250	4018.552	300	4827.659
LG	Gamma	200	3503.277	250	4392.959	300	5277.109

Table 3.11 Risks of scenarios 200, 250 and 300 dead minutes in printing press 19.

Cause	Distr.	T	Risk	T	Risk
LM	Normal	350	6331.462	400	7239.730
CCMP	Weibull	350	5561.395	400	6358.955
CC	Weibull	350	5313.333	400	6094.220
ND	Weibull	350	6740.319	400	7713.079
AC	Gamma	350	7717.608	400	8846.187
RE	Gamma	350	5634.169	400	6439.710
LG	Gamma	350	6158.833	400	7039.535

Table 3.12 Risks of scenarios 350 and 400 dead minutes in printing press 19.



3.4 Dead time indexes construction for printing pressers 17 and 19

Daily indicators for each stoppage cause and their averages were calculated. Thereafter, principal components (C.P.) were calculated using a multi-varied analysis. Based on that, results stoppage causes can be weighed for each printing press. Summarized results are shown in tables 3.13 and 3.14.

Cause	Index	C.P.	Value
LM	0.7451	0.886	0.4802
R	0.6497	0.175	0.0949
CC	0.7635	0.259	0.1404
AC	0.7077	0.312	0.1691
CCMP	0.6959	0.110	0.0596
ND	0.7605	0.018	0.0098
LG	0.8797	0.085	0.0461

sum 1.845

Table 3.13 Values for each stoppage cause of printing press 17

Cause	Indicator	C.P.	Value
LM	0.6034	0.717	0.3344
CCMP	0.7083	0.137	0.0639
CC	0.8894	0.558	0.2603
ND	0.8604	0.204	0.0951
AC	0.8307	0.292	0.1362
RE	0.8383	0.141	0.0658
LG	0.8050	0.095	0.0443

sum 2.144

Table 3.14 Values for each stoppage cause of printing press 19

Finally, dead times in each printing press are compared using weighed indexes that were calculated considering their respective indicators and values.

For printing press 17: **0.7357** For printing press 17: **0.7643**

It can be concluded that the dead time index of printing press 19 considering 7 stoppage causes in class A is 0.7643 higher than the one calculated for printing press 17, 0.7357.

IV. CONCLUSIONS AND FUTURE WORK

Throughout this research a lean manufacturing model was used to quantify and detect printing presses with the highest risk of presenting dead times.

The model is designed for production lines in a flexographic company. The model was tested in two printing presses using data from May to December 2010. Similar results for stoppage causes were obtained.

For results interpretation, dead time indexes are considered to take values between 0 and 1. They were constructed considering that the higher the value of an indicator in a printing press, the lower the dead times in that production line.

It can be concluded that in general, dead times in printing press 19 are slightly lower than the ones in printing press P17. This fact is observed similarly in a calculation of risks. Lower risks are present in printing press 19 compared with the risks presented in printing press 17. This can be observed in tables 3.7 to 3.12.

Finally, it can be concluded that in order to compare dead times in any printing press, it is necessary to calculate and compare risks and dead time.

Acknowledgments

The authors thank the ETIFLEX S.A. of C.V. Company for their support in obtaining the information used in development work, and we thank the anonymous referees whose comments led to an improved presentation of our work.

REFERENCES

- Anupam Agrawal, A. D. (April 2008). Managing Value in Supply Chain - Case Studies on Alternate Structures. Fontainebleau, France: INSEAD.
- [2] Association, F. O. (1991). Flexografía, principios y prácticas. New york: Flexographic Technical Association.
- [3] Bernardo Villarreal, D. G. (2009). Eliminating Transportation Waste in Food Distribution: A Case Study. Transportation Journal, 72-77.
- [4] Bimal P. Nepal, O. P. (March 2011). Improving the NPD Process by Applying Lean Principles: A Case Study. Engineering Management Journal, 52-68.
- [5] Coia, A. (January- March 2009). Making the best of it. Automotivelogistics.
- [6] Comptom, J. (2006). Lean comes to print. Graphicartsmonthly, 10.
- [7] Fairley, M. (2004). Encyclopedia of labels and label technology. London: Tarsus Publishing.
- [8] G.C. Parry, C. (2009, vol 17, No 1). Application of lean visual process management tools. Production planning & control, 77-86.
- [9] Geert Letens, J. A. (March 2011). A Multilevel Framework for Lean Product Development System Design. Engineering Management Journal, 69-85.
- [10] Gutiérrez, E. G. (2008). Taller de construcción de índices. México DF.
- [11] H s C Perera, D. M. (s.f.). Case Study; Lean Manufacturing: A Case Study of a Sri Lankan Manufacturing Organization. South Asian Journal of Management, 150-158.
- [12] Houborg, C. (September 2010). Implementing a successful Lean programme. Pharmaceutical Technology Europe, 52-57.



- [13] J. Jacobson, M. K. (2009, vol 3). Flexography printing performance of pla film. Journal of applied packaging research, 91-103.
- [14] Jeffrey K. Liker, J. M. (March 2011). Lean Product Development as a System: A Case Study of Body and Stamping Development at Ford. Engineering Management Journal, 16-28.
- [15] John P. Millikin, D. F. (January-February 2005). The Global Leadership of Carlos Ghosn at Nissan. Thunderbird International Business Review, 121-137.
- [16] Joseph C. Chen, Y. L. (February 2010). From value stream mapping toward a lean/sigma continuous improvement process: an industrial case study. International Journal of Production Research, 1069– 1086
- [17] Liker, J. K. (2004). The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer. Mc graw-hill.
- [18] Mark D. Nguyen, G. G. (April 2010). Increasing Productivity through Effective Workforce Management. Ceramic Industry, 30-31.
- [19] Mary G. Leitnaker, A. C. (2005). Using Statistical thinking and designed experiments to understand process operation. Quality engineering, 279-289.
- [20] Michael F. Gorman, J. h. (November- December 2009). ASP, The Art and Science of Practice: Tales from the Front: Case Studies Indicate the Potential Pitfalls of Misapplication of Lean Improvement Programs. Interfaces, 540-548.
- [21] Pferdehirt, W. P. (1993). Case study: roll the presses but hold the wastes; p2 and printing industries. Pollution prevention review, 437-456.

- [22] Richard B. Chase, F. R. (2005). Administración de la producción y operaciones para una ventaja competitiva. Mc graw-hill interamericana.
- [23] Rick Calabrese, I. F. (August 2007). Reducing variance. Drug, Discovery & Development, 31-35.
- [24] Rizzo, K. (2010). Prácticas efectivas de gestión de la impresión. Artes Gráficas, 10-13.
- [25] Shahid Mahmood, S. A. (November 2010). Cost of Poor Quality in Public Sector Projects. Journal of Marketing and Management, 70-93
- [26] Spring, R. (1996). Manual de formación FINAT, etiquetado autoadhesivo. La haya, Holanda: FINAT.
- [27] Starters, E. (2008). Lean manufacturing. Ebsco Publishing Inc., 1-7.
- [28] Starters, E. (2008). Statistical Quality Control. Ebsco Publishing Inc., 1-5.
- [29] Starters, E. (2008). Statistical Quality Control in manufacturing. Ebsco Publishing Inc., 1-6.
- [30] T. Baines, H. L. (May 2006). State-of-art in lean design engineering; a literature review on white collar lean. J: Engineering manufacture, 1539-1547.