



IV. Analysis of Long Repair Time – Part 2

| <u>Symptoms of problem</u> | <u>Root causes</u> | Japan | U.S. |
|------------------------------|--|---|---|
| A. Long time to diagnose | 1) Symbols difference |  |  |
| | 2) Translations errors (words in Japanese) | | |
| | 3) Undocumented circuits (added at installation) | | |
| B. Long time to obtain spare | 1) Disorganized spares in store | | |
| | 2) 17 types of limit switches | | |
| | 3) Wrong types of switches in store | | |