

A top-down view of a wooden desk. A person's hands, wearing a dark suit, are visible. One hand holds a black pen, pointing at a line graph on a document titled 'Trading Graph'. The graph shows a fluctuating line with a blue shaded area below it. To the left, a spiral-bound calendar is open, showing dates from 2 to 26. A yellow sticky note on the calendar reads 'Dinner with family 5:15 pm'. In the top left, a document titled 'Current financial situation' features a pie chart with segments labeled '50%', '30%', '15%', and '5%'. To the right, a laptop is partially visible. Below the laptop, a newspaper clipping is open, showing the headline 'y of the n Union' and some text. A dark mug is also on the desk.

WHAT IS THE CONCEPT OF AN IMMEDIATE CUSTOMER?

2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

WHAT IS THE CONCEPT OF IMMEDIATE CUSTOMER?

DEFINITION OF A CUSTOMER FOR NON-JIT FIRMS:

“A PERSON OUTSIDE THE FIRM WHO BUYS ITS PRODUCTS FOR HIS USE OR CONSUMPTION”

JUST-IN-TIME ORGANIZATIONS USE THE CONCEPT OF ‘IMMEDIATE CUSTOMER’

WHAT IS ‘IMMEDIATE CUSTOMER’?

EACH WORKER IN THE ORGANIZATION CONSIDERS THE NEXT WORKER AS A CUSTOMER

RESPONSIBILITIES OF A WORKER IN JIT ORGANIZATIONS

AIGPE

ENSURE THE PRODUCT IS PROCESSED TO MEET SPECIFICATIONS & QUALITY REQUIREMENTS BEFORE PASSING IT TO THE NEXT CUSTOMER

EACH WORKER IS TRAINED IN QUALITY PRINCIPLES AND TESTING PROCEDURES

WORKERS ARE MADE FULLY RESPONSIBLE FOR THE WORK THEY CARRY OUT AT THEIR WORKSTATION

THEY ARE ENTRUSTED WITH THE JOB OF INSPECTING THEIR OWN WORK

ONLY ITEMS OF ACCEPTABLE QUALITY ARE DELIVERED TO THE IMMEDIATE CUSTOMER

WHAT IS THE CONCEPT OF IMMEDIATE CUSTOMER?

JIT ORGANIZATIONS DO NOT MAINTAIN SEPARATE DEPARTMENTS TO CORRECT DEFECTS

EACH EMPLOYEE HAS TO IDENTIFY AND CORRECT HIS OR HER OWN MISTAKES

EACH WORKER ANALYSES THE TYPES AND SOURCES OF ERRORS AND THEN DEVELOPS METHODS TO PREVENT THEM

IN CASE OF A DEFECT, THE WORKER WHO IDENTIFIES THE DEFECT IS AUTHORIZED TO STOP THE PROCESS & TAKE ACTIONS