Six Sigma Project Charter

Project Name	Reducing Unplanned Downtime of Critical Equipment in the Maintenance Department at Vital A.D.
Today's Date	16.05.2025.
Project Start Date	16.05.2025.
Target Completion Date	16.08.2025.

<table>
<tr><th>Project Element</th><th colspan="3">Response</th></tr>
<tr><td>Problem Statement
• Includes time, measurable item, gap and business impact</td><td colspan="3">The current average unplanned downtime for critical equipment exceeds 30 hours per month, impacting production schedules and increasing operational costs.</td></tr>
<tr><td>Business Case
• Why is this project important to do now?
• What is the project's financial impact?
• What is the impact on DPMO/ Sigma level?
• What is the impact on customer service</td><td colspan="3">Unplanned downtime results in missed deadlines, higher overtime costs, and reduced customer satisfaction. By addressing this issue, we can improve reliability and reduce operating expenses. On the start of this project DPMO is 30.000 per 1.000.000, that means that we have 10 late deliveries/month, that mean that sigma level is 3.38, projected sigma, after improvement will be 3.61 that is change for 0.23.</td></tr>
<tr><td>Goal Statement
• Specific
• Measurable
• Achievable
• Realistic
• Time-bound</td><td colspan="3">Reduce the average unplanned downtime of critical equipment by 40% (from 30 to 18 hours/month) within 3 months.</td></tr>
<tr><td rowspan="7">List of Improvement Goals
1. Increase Mean Time Between Failures (MTBF) for critical machines by 25%
2. Decrease emergency work orders by 30% within the project timeline.
3.
4.
5.</td><td>Measure (units)</td><td>Baseline</td><td>Goal</td></tr>
<tr><td>Hours(average)</td><td>85</td><td>106,25</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td>Counts</td><td>150</td><td>105</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td colspan="3" rowspan="2"></td></tr>
<tr><td>Process
• Describe the process in which the problem exists</td><td colspan="3">The process involves routine, preventive, and corrective maintenance procedures for machines, compressors, and hydraulic systems in the facility.</td></tr>
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By Ognjen Raketić

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Project Scope • What part of the process will be addressed? • What are the boundaries of the project or process? • What areas are inside or outside the team's focus or authority? • Attach a SIPOC diagram if necessary	This project will focus on the equipment maintenance process, particularly unplanned/emergency work orders related to mechanical and electrical breakdowns in the Production Line. What are the boundaries of the project or process? Start point: Equipment status monitoring and work order creation End point: Completion of maintenance activity and system restoration The project will analyze causes of emergency work orders, maintenance scheduling, and preventive maintenance execution. IN scope: • Preventive maintenance planning • Breakdown data tracking and analysis • Technician training • Spare parts availability • Work order prioritization system OUT scope: • Capital equipment replacement • Redesign of manufacturing processes • Budget allocation for new machinery	
Team	**Member Name**	
Project Sponsor	CEO – Ivan Kelemen	
Key Stakeholders	CEO, Maintenance Manager, Production Supervisor, Procurement officer, Operator	
Team Lead	Maintenance Engineers – Božidar Ristić and Nenad Čulić	
Team Members	Maintenance Technician, Production line leader, Quality engineer or technician	
Process Owner	Technical Director of maintenance – Ognjen Raketić	
Other		
Timeline by Project Stage	**Milestone**	**Target Completion Date**
Define	Project Charter and kickoff	23.05.2025.
Measure	Define and collect data	06.06.2025.
Analysis	Find causes	20.06.2025.
Improve	Fix causes	07.08.2025.
Control	Standardize the fix	16.08.2025.