



## **1 Metric to Determine If RoHS/REACH Declaration Collection Is TOO Slow**

Far too many companies are not watching their material compliance efforts. The attitude is that as long as there is apparent compliance, there is no reason to do anything beyond what is already in place. Because of this perception these efforts frequently perform poorly. It is very well known that what is watched gets better, and the other things not. A good, but simple metric is needed. You can quickly determine the time to collect a declaration by asking, “How many man-hours were applied last month to declaration collection?” and “How many acceptable declarations were loaded into the archive last month?” Simple division of the total man-hours by the quantity loaded will result in your answer.

The result of the division is the time (man-hours) on average needed to complete the full collection process for the average part declaration. You can now check again next month and observe if the process is working faster or slower than last month. You might attempt to benchmark against other companies that know this information for their company. This might be very difficult, since we have observed that so few companies are watching.

Another option is to benchmark against typical industry results. I have personally observed that a well-functioning effort can perform at 0.15 hours/declaration or 9 minutes/declaration. If your calculated time is less than this, the effort might actually be doing very well. This is very unlikely unless someone has been monitoring performance all along. It is more likely



that your calculated time is far greater. In this case your company might benefit from some improvement activities.

If you have gotten this far you have been asking numerous questions, so why stop now. While no one may care about the man-hours consumed, but someone is very likely to care if the collection effort has a negative impact on doing business. Business leaders will be interested if customers are late receiving declarations for your products, if the sales guys are taking their time to expedite declaration delivery, or if lack of CE Mark delays sales in the EU. Are these or similar business issues occurring frequently or regularly? These observations are most likely to support efforts to reduce the man-hours to collect a declaration.

Fortunately, once the business is gets interested in their RoHS and REACH part declaration collection, it is often very easy to make significant improvements. Six Sigma and Lean methods can be applied in small, medium, and large companies to make declaration collection more effective and responsive.

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