# Delivery Date Check

Five questions to answer before you tell a customer a date.

FREE TOOL FOR CNC JOB SHOPS

**Customer / part:** _____ **Quantity:** _____

**Date the customer asks for:** _____ **Checked by:** _____

## Step 1: Answer all five (tick Yes or No)

Takes about 5 minutes with the supervisor

**1 Is everything for this job in hand, or dated?** ☐ Yes ☐ No

Material, drawing at the right revision, programme, tools and fixtures, gauges. Anything missing needs a date written beside it.

**2 Do we know how much work is already ahead of it on the machine that limits us?** ☐ Yes ☐ No

Look at the queue on the busiest machine (the bottleneck), not on the free one. Count hours or days of work waiting.

**3 Does the date include outside work and inspection?** ☐ Yes ☐ No

Heat treatment, plating, grinding, transport, first-piece approval, final inspection and packing. These are where dates are lost.

**4 Is there a buffer for the unexpected?** ☐ Yes ☐ No

Breakdowns, rework, a hot job from another customer. A job shop with no buffer will be late; 10 to 20 per cent of the time is a start.

**5 Does one named person own this date?** ☐ Yes ☐ No

Somebody who will see on day 2 that it is slipping, and who tells the customer before the due date, not after it.

**If any answer is No: do not give a date yet.**

Say "I will confirm by 5 PM today", fix the No, then promise. A day's wait costs less than a missed date.

## Step 2: Build the date (working days)

| | |
|---|---|
| **Waiting before it starts**<br>Queue ahead of it on the bottleneck machine, plus anything missing from question 1 | _____ days |
| **Machining time**<br>Setup + run time for the whole quantity, on every operation | _____ days |
| **Outside work + transport**<br>Heat treatment, plating, grinding, going and coming back | _____ days |
| **Inspection + packing + dispatch**<br>First piece, final inspection, packing, the truck | _____ days |
| **Buffer (10 to 20 per cent)**<br>Of the total above | _____ days |
| **Total working days** | _____ |

**Earliest safe date (today + total):** _____

Write the promised date on the job card and the daily plan, with the name of the person who owns it. Look at it every morning: a date that is slipping on day 2 can still be saved; on the due date it cannot.