

THE RADIAN RESEARCH CONNECTION

Radian Opens New Service Center in China



From left to right, L. Ceng, Dennis Dai, Ming Cheng, R. Wong, Peter Dack, Johnny Liu

Radian has opened a new customer service center in Beijing, China located at the NIM site. The center will serve the areas of China, Vietnam, Japan, Korea, Taiwan, and the Philippines. The Radian Research Calibration and Repair Center opened February 15, 2010. The center provides repair, support and training for the Radian RD, RM, and RS product lines.

The center will serve a key role in establishing Radian as the leader in the world's fastest growth markets. Along with providing superior innovative products and services for the area, it also demonstrates Radian's long term commitment in China and the rest of Asia. The location of the center reduces response time for repairs and calibration removing the local advantage of our competitors. Customers asked for local support and expect realistic turn-around time, that is what the local center will provide.



The location of the new Radian Research Calibration and Repair Center China (Inside China National Metrology Institute)

The center is led by General Manager Dennis Dai and is staffed with key members Johnny Liu Service Engineer and Nancy Hu Sales Support and Accounting. Trained at Radian Headquarters USA the staff provides over 20 years experience in repair, calibration and selling of test equipment. The center is located inside the China National Metrology Institute at the following address.

Radian Research, Inc. China Service Center
Building Number One, Room 422
No18, Bei San Huan Dong Lu
Chaoyang Dist, Beijing
P.R. China 100013

Contact information is as follows,
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Radian Adopts Lean Manufacturing Philosophy



From left to right, Mark Billings, Joel Canine, Tom Calloni, Pete Dack, Jeff Day, Corey Frank, Steve Ziuchkovski, Tom Downam, Diana Flickinger, Renata Killian, Terry Booth, Rhonda Pope

What is Lean?

Lean manufacturing or lean production, often simply, "Lean," is a production practice that considers the expenditure of resources for any goal other than the creation of value for the end customer to be wasteful, and thus a target for elimination. Working from the perspective of the customer who consumes a product or service, "value" is defined as any action or process that a customer would be willing to pay for. Basically, lean is centered on preserving value with less work.

Lean manufacturing is a generic process management philosophy derived mostly from the Toyota Production System (TPS). Lean is often seen as a more refined version of earlier efficiency efforts, building upon the work of earlier leaders such as Taylor (Time and Motion study) or Ford (Efficiency Movement), and learning from them.

Radian forms a Kaizen team for RM-17 Production

Kaizen (Japanese for "improvement" or "change for the better") refers to a philosophy or practices that

focus upon continuous improvement of processes in manufacturing, engineering, supporting business processes, and management. Kaizen refers to activities that continually improve all functions, and involves all employees from the CEO to the assembly line workers.

In May a group of 10 Radian employees formed a kaizen team to explore the production process for the RM-17 Test System. They began by determining the current process and documenting each step to produce a Value Stream Map. They identified areas of waste and non-value added issues. They then worked on methods to eliminate unnecessary functions.



The RM-17 Production Cell

They implemented a Kanban system and constructed a RM-17 production cell. Eliminating unnecessary movement and created a pull system for inventory in the cell. Also, the team placed visual management tools inside the cell. A bulletin board was placed at the cell to monitor daily results.

Today, the new RM-17 cell is in operation. The cell is proving to be more efficient and provides a flexible workspace for future continuous improvement. This flexibility is what Lean is intended to provide for Radian manufacturing.

Inside Business Produces Show at Radian

Inside Business with Fred Thompson is a television series that airs on many nationwide networks. The show producers contacted Radian to request that we participate in an episode. Radian's industry position, and company success made us ideally suited for a segment on business and electricity.



The show when completed provided a glimpse of history while highlighting the accomplishment of founder Glenn Mayfield and the company in general. The show will air at various times on the networks and can also be viewed at your leisure at <http://www.radianresearch.com/video>

Sales Tools Offered on Radian Web Site

Two new sales tools are offered on the Radian web-site. The tools are available on the literature web page at <http://www.radianresearch.com/products/literature.html>. Both are ROI (return on investment) calculators that allow a customer to plug in real numbers from their shop and the review the saving.

One of the new offerings is a calculator designed to demonstrate the saving provided by the RS-703A

System. Another calculates a comparison for the RM-17 shop vs. field operation. Radian will continue to provide additional sales tools in the future.

Web Site Form Streamlines RMA Requests.

Enhancements have been made to the Radian Web site to facilitate RMA request from the customer's site. The form allows a customer to request a RMA from their computer without the need to call into Radian technical support.

In the past, the customer would call in or email their request. They would then receive an email request for their information. Then upon returning the request they would be notified of the assigned RMA number for the product.

The web interface allows them to eliminate the call or email request and prompts them to supply complete information when they submit the form.

When submitted, they have the option to print the request and are sent an email verification. The RMA number is then released to them via email. The new process is proving to be more efficient and is liked by most customers. Although this system streamlines the process customers may use the old system if they prefer.

Radian Research Attends Industry Events

Radian Research, Inc. travels worldwide attending numerous events in an effort to provide information and support to the energy measurement industry. The following is a list of events Radian will attend in the near future. Radian encourages you to attend these informative events and take the opportunity to meet with customers.

North Carolina Electric Meter School

June 27-July 1 Raleigh, NC
www.mckimmon.ncsu.edu

NCSLI Conference

July 25-29 Providence, RI
www.ncsli.org

Great Lakes Electric Meter School GLEMS

August 10-14 Grand Rapids, MI
www.hoatown.com/GLEMS

Tech Tip Important Attributes of Standards

Accuracy According to the Handbook for Electricity Metering, “The extent to which a given measurement agrees with the defined value.” Basically, accuracy can be defined considering the concept of “how close do I come to hitting the target?”

Repeatability How well an instrument can repeat its test results for the same given test parameters. Also known as Precision.

Stability Refers to how well the instrument retains its measurement accuracy over a designated period of time. Also known as Drift.

Uncertainty The degree of confidence that a given measurement is within a certain bound. This variable is applied so that those using the instrument can assess the reliability of certainty of the results.

Traceability The accuracy path of a given instrument back to a Legal Metrology Lab such as NIST or PTB or NRC, etc. Traceability is related to the chain of standardization.

CONCEPTS RELATED TO TRACEABILITY

Accuracy Certification Testing or comparing a standard’s accuracy against a standard of higher order or accuracy class. Certification of standards is the key practice in traceability.

Accuracy Ratio Each higher order reference standard should be more accurate than the standards it is used to certify. “Handbook for Electricity Metering” states that a 10 to 1 accuracy ratio should be employed in a test scenario. Most metrology guidelines suggest minimum accuracy ratio between a reference standard and the device it is testing should be 4 to 1.

METHODS OF RECERTIFICATION

Laboratory Certification The standard is sent or delivered to laboratory is the most thorough and direct certification. Down time and removal of standard are main drawbacks.

Accuracy Crosscheck A certified Transfer Standard is sent from a laboratory. Utility tests their standard(s) using the Transfer Standard. The Transfer Standard is tested again when returning to laboratory to ensure its accuracy was not affected during shipment. This method is ideal for recertification of Meter Shop Test Boards.

The Radian Research Connection is a newsletter published by Radian Research, Inc. Any comments or suggestions are welcome. Please address all information to Radian Research, Inc. Attn: Bob McIntyre 3852 Fortune Drive Lafayette, Indiana 47905 or email to bob@radianresearch.com