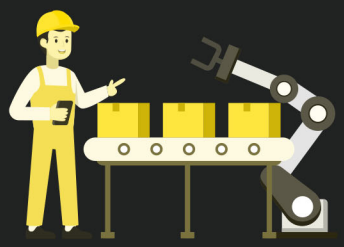
How a leading Tier 1 Supplier improved their quality control

1 The Challenge

Minimize the impact of NCTs issued at the OEM



- Decrease assembly line down-time
- Reduce travel costs to the OEM location
- Engineer solutions to avoid future defects

2 Pre-Implementation Metrics

Average of issued NCTs over 6 months:

4

Average NCT cost*:

$66,792

Average Assembly Down Time:

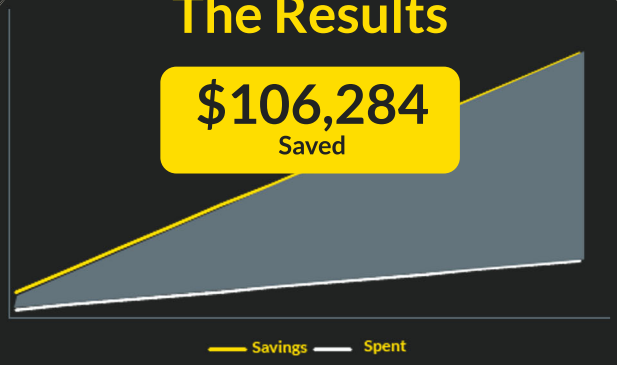
08:00

minutes seconds

*(Issued NCT) + (Sorting/Inspection) ((Tier 1/sequence/OEM)) * 4 = $66,792

5 The Results

$106,284
Saved



team quality services

Total costs: $27,300 Total Cost Avoidance: $133,584 - $27,300 = $106,284

3 The Solution

15 Unit Contract of onsite Support for the supplier's parts

- Establish processes for addressing plant-level defect containment
- Maintained communication with plant Quality Engineer
- Categorized part reports by varying OEM locations using Qnet™

4 The Feedback

"In working with TQS, we've seen more than just a monetary measurement of success...Since hiring [our team of reps] we have had better communication of potential quality concerns via Qnet, better relationships with the OEM quality engineers and have improved our internal processes. This was definitely one of the best decisions we've made at [supplier's company]"

- Tier 1 Supplier

With less NCTs, the customer was able to expand their supplier contracts without overstretching their Quality Engineer's current capacity. Using Qnet™, the customer was able to find the issue across other OEM locations and narrowed their quality scope to improving the process of producing their parts and ensuring long-term permanent resolution.

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