OEM Quality Standards Elevate Supplier Performance

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INDUSTRY: Heavy Truck Manufacturing

SERVICES: Crisis Management

Situation.

A legacy builder did not have standards established to achieve targeted quality levels. The sub-supplier component did not support achieving OEM quality expectations while too many defects reached the final production line, including the OEM.

Actions.

- Worked with OEM and supplier to establish standards around key requirements.
- Trained existing quality team to establish processes for key incoming materials and in-process/end-of-line processes.

- Conducted various Design of Experiments (DOE) with OEM, supplier and sub-supplier to improve process.
- Established robust quality gates internally and trained existing teams on issue prevention and detection.

Results.

- Established new technical requirement documents for key requirements (paint readiness and sealing requirements).
- Improved incoming inspection findings by 257%
- Reduced sealer defects by 44%
- Reduced supplier final line findings by 68%
- Reduced missed or wrong options by 80%