

A SUCCESS STORY:

Onsite Supplier Support Improves Delivery Time



“Because the Verify team had the skill set needed and was local to the supplier we could make multiple visits and assess multiple challenges. Consequently, we were able to address the supplier’s quality issues as well as their delivery issues in a relatively short amount of time.”

John Brewer, Verify Delivery Assurance (DA) Manager

CUSTOMER PROFILE

Customer produces a military aircraft used for troop assault, combat support, special operations, medevac operations, submarine hunting, missile targeting, anti-surface ship warfare and search and rescue.

SUPPLIER PROFILE

Supplier manufactures pressure, position (LVDT & RVDT) force, and other specialty sensors and transducers for unique measurement requirements.

CHALLENGE

The supplier had both a quality issue and a delivery issue needing resolution. The quality issue involved a non-conforming pressure switch housing. The delivery issue involved an electrical component needed within the housing that was consistently late and slowing down production. The combination of these two challenges had significantly impacted the supplier’s ability to deliver to their customer’s expectations.

VERIFY SOLUTION

The Delivery Assurance Manager conducted a thorough on-site supplier facility assessment of both the quality and the delivery issues. The assessment involved in-depth review of the production line, production documents as well as reviews with various members of the manufacturing team. The quality issue was resolved after the DA Manager discovered a single nonconformance, which was attributed to a single axis measurement improperly programmed into the Kitamura 5-axis CNC mill. After the calibration was corrected, yields were increased to 100%.

The delivery issue was resolved after the DA Manager uncovered that the needed electrical component had been consistently arriving at a 12-week time frame instead of the 6-week time frame entered into the supplier’s planning system. Upon the advisement of the DA Manager, the supplier revised the delivery time for the component to reflect current market conditions within the planning system.

RESULTS

Within six weeks of the assessment, the supplier was able to deliver conforming product to the customer on time.

