

A SUCCESS STORY:

Source Inspection Services Proactively Improve Supplier Performance



“Verify’s source inspection program enabled data capture and the analytics necessary for supply chain insight and subsequent proactive supplier performance improvements.”

Lynn Endsley, Manager, Supplier Performance Engineering

CHALLENGE

The customer had immediate supplier quality performance challenges to address. In addition, the customer desired to leverage monitoring rejection rates and the incident of first pass acceptances as a development opportunity to proactively advance supplier performance.

VERIFY SOLUTION

Verify’s program management team launched and oversaw a source inspection program that was conducted by Verify field resources local to the identified suppliers. Supplier quality data was collected during the inspections detailing the rate of rejection by supplier as well as the assigned rejection code.

The data was then consolidated into a reporting package that detailed the frequency and nature of each issue at every supplier as well as summarized in Pareto charts.

The resulting visibility greatly improved the customer’s response time in addressing immediate supplier quality performance challenges and also allowed underlying issues at the supplier to be addressed prior to presenting a more critical problem in the future. Non-conforming parts were reworked and accepted with disposition at the supplier—even at suppliers where the overall rejection rate was adequate.

RESULTS

After six months of periodic reporting, program management was optimized and supplier development initiatives were identified. The rolling three-month average first pass acceptance rate improved for the entire supply base. Verify’s quality data monitoring packages allowed several other customer business units to easily access performance data for shared suppliers. This increased the efficiency in supplier performance improvement initiatives in an environment where each business unit managed supplier performance data differently.

