

CASE STUDY: FIRST ARTICLE INSPECTION

Aligning FAI Best Practice Across the Global Supply Chain

THE CHALLENGE

Our defense systems OEM customer and a key supplier were together experiencing a 25% First Pass. Consequently, this 75% reject rate was a significant factor in the prevailing 50% on-time delivery performance – a direct and costly impact on mission success.

Initial engagement with Verify established that neither the customer or the supplier had the correct understanding of the AS9102 requirements. The customer supplier relationship was being adversely impacted. Expert resources were clearly needed to develop and deploy a best practice solution.

THE SOLUTION

- Verify provided an FAI Expert to assess current state and ensure compliance with AS9102
- Our Expert developed a strategic improvement plan – in partnership with the customer and supplier
- Verify facilitated customer and supplier collaboration and executed to plan
- Verify AS9102 training program tailored to specific customer requirements
- Training deployed for both customer and supplier – assuring common understanding of requirements

THE RESULTS

- FAI First Pass Approval rate improved from 25% to 96% within 4-months
- Delivery performance fully recovered (100% On-Time) within 4-months
- Customer and supplier partnership recovered

“Verify expertise has helped us recover and improve the application of AS9102 – not only with our own engineering team, but with our suppliers.”

- Defense Systems OEM customer

