

# CASE STUDY: SURVEILLANCE AUDIT PROGRAM

## Recover Performance and Maintain Supplier Approval

### THE CHALLENGE

Our tier-1 aerospace customer was delinquent in completing Digital Product Definition (DPD) and Quality Management System (QMS) Surveillance Audits due to qualified workforce constraints across all business units. With over 100 overdue audits – the customer was in violation of contract flow down requirements.

Initial customer instructions were to recover schedule and confirm compliance. Requirements developed rapidly to include real time visibility to audit status, continuous performance measurement, and risk assessment. In summary, the customer required a partner that would deploy a best-practice audit program, evaluate supplier effectiveness and improve performance.

### THE SOLUTION

- A Verify DPD and QMS audit expert assessed current state and prepared an audit program plan
- Program audit infrastructure and global audit team established in partnership with the customer
- Verify's SPP (Supplier Performance Platform) deployed to manage performance and corrective action
- Extensive effort to facilitate supplier cooperation at the earliest stage
- Maintained supplier approval status at the corporate level and across all business units

### THE RESULTS

- In the first year, Verify completed 156 audits and managed more than 260 corrective actions
- Average cost per audit reduced by 40%
- All suppliers are back on schedule

*"Verify has helped us rapidly recover, assure compliance, and drive suppliers to higher levels of performance."*

**- Tier-1 Aerospace OEM Customer**

