

CASE STUDY: SUPPLIER FUNDED | RECOVERY PROGRAM

Recovering and Maintaining Critical Offshore Supplier Performance

THE CHALLENGE

Verify's commercial aircraft OEM customer was experiencing continuous product quality issues and subsequent unpredictable receipt of material from a Tier-1 composite structures supplier in Asia Pacific – seriously impacting final aircraft delivery performance.

Verify experts consulted directly with the customer and the supplier and agreed to deploy a supplier funded recovery program that established clearly defined performance measurements and exit criteria.

THE SOLUTION

- Local, proven, multi-functional team established and deployed to execute to plan
- Verify team assessed current state and completed Failure Mode Effect Analysis
- Improvement Plan established and agreed with all stakeholders based on root cause analysis
- On-site surveillance audits and mandatory inspection points utilized to continually measure performance and control output
- All quality mapping, process and part flows, and inspection methods updated
- Regular reports of progress issued by the Verify Team Lead to the customer and supplier

THE RESULTS

- Achieved target delivery performance levels 3-months ahead of plan
- Supplier covered all costs and requested Verify to extend the program by a further 3-months for supplemental support
- OEM customer delegated supplier 3-months ahead of schedule

"Verify has been a huge help in turning around this problematic supplier and assuring they now continuously deliver quality product on time."

- Aerospace Actuation Systems Customer

