

General Description

- IAC, A Global Tier One Automotive Supplier in Interiors, was experiencing significant quality rejections, which resulted in High PPMs and cost to their facilities
- TPT was asked to provide Operational support and quality engineering support to analyze the current state and create a relationship with their customer, Ford; to implement proposed changes; provide communication and feedback to IAC and Ford to sustain a solid relationship and good quality: and to meet the Quality goals of IAC

Scope

- Participate with IAC Quality during investigation of emerging quality concerns
- Conduct surveillance audits in the Assembly Plant for incoming Quality to the assembly line
- Participate with Ford IQ, PVT and STA meeting to address and assure Quality standard are met and report back to IAC
- Train Plant QREs on manufacturing process and Problem Solving Skills
- Review current work instructions and prepare Manufacturing assessment of all work stations in plant operations
- Identify constraints and developed containment and root causes and analysis
- Make suggestions to increase production repeatability of good quality
- Create quality tracking system used by TPT to definition of concern, photos, lot numbers, traceability data for root cause
- Investigate and help implement ICA or PCA for any quality concerns rather Design, Plant Process or supplier

Success

- Reduced written quality rejects from 20 per week to less than 10 in a period of 3 months
- 50% reduction in written concerns
- Increase IAC Quality rating of PPM (Parts Per Million) and cost savings over \$400,000 in supplier charge backs

