



# International Automotive Components

## General Description

- IAC, a global Tier I 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 meetings to address and assure quality standards 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 develop containment and root cause analysis
- Make suggestions to increase production repeatability of good quality
- Create quality tracking system used by TPT to define concerns, photos, lot numbers and traceability data for root cause
- Investigate and help implement ICA or PCA for any quality concerns in design, plant process or supplier

## Success



- Reduced written quality rejects from 20/week to < 10/week in a period of 3 months
- 50% reduction in written concerns
- Increase IAC quality rating of PPM and cost savings over \$400,000 in supplier charge backs