

LAUNCH SUPPORT & LAUNCH PROTECTION

Business Challenge: Cost Containment
Solution: Total Quality Partner

HAVE YOU FELT OVERWHELMED MANAGING MULTIPLE THIRD PARTY VENDORS?

CHALLENGE

Major OEM in the Automotive Industry was utilizing multiple 3rd Party companies to assist with parts quality management, supplier quality and training, staffing for projects and data tracking for quality analysis and improvements. With a large launch approaching, the OEM needed to identify a more effective and consistent solution for providing a strong quality wall during and after the initial launch. It also needed to improve response time, decrease scope creep and minimize turnover throughout the launch. The OEM wanted to reduce the internal staff and management hours allocated to reactive issues and turn them into time dedicated to proactive launch strategies and implementation. In order to solve this challenge, the OEM needed to find a single partner that understood the specific business, suppliers and goals, and also brought superior management experience and knowledge to the launch strategy.

SOLUTION

Stratosphere Quality was chosen as the OEM's Total Quality Partner to oversee and execute turnkey solutions relating to the launch and additional quality initiatives. Stratosphere Quality's Operation Managers and the on-site supervisors developed detailed work instructions that provided step-by-step instructions to each inspector on the project. Plant-specific training was designed and delivered to the staff. Stratosphere Quality provided fully trained staff with consistent instructions for all workstations.

To ensure workflow efficiency, Stratosphere Quality conducted two audits per shift to eliminate scope creep and ensure quality control. With having teams directly on-site, Stratosphere Quality was able to address quality issues, and create work orders within minutes, rather than hours of the initial issue detection.

Stratosphere Quality's employee incentives program immediately alleviated concerns of attrition. By providing employees with performance incentives, ongoing training, career advancement opportunities and other incentives, the OEM saw the same fully trained staff every day. This eliminated lost revenue and lost time due to turnover.

As a Total Quality Partner, Stratosphere Quality's team created a custom data reporting system. The system tracked response time, Tier 1 and Tier 2 supplier issues, turnaround time and project performance outcomes. The OEM and Stratosphere Quality conducted quarterly benchmark reviews to ensure the efficiency of the process being utilized to obtain desired goals.

LAUNCH ISSUE CONTAINMENT

WITHOUT STRATOSPHERE QUALITY

183 DAYS

WITH STRATOSPHERE QUALITY

<30 DAYS

RESULTS

Stratosphere Quality's ability to provide a Total Quality Partner solution enabled the OEM to save over six figures in launch issues while also eliminating day-to-day supplier challenges. With large launches, the OEM typically saw a 6-month window before issues from a given launch began to dissipate. With Stratosphere Quality, those issues were eliminated within 30 days from the launch. Online tracking enabled the OEM to identify trends within the launch and implement solutions for continual quality improvement.



Contact Us to Start a Quality Project
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