



# Improving Supplier Quality At A Small Business



AD PUNCTUM

Business Improvement

## Background

Inconsistent quality of supplier parts was creating rework in product final assembly, resulting in delivery issues and reduced profitability. Part of the issue was that the small business had higher quality demands than competitors using the same suppliers.

## What Was Done

- The business needed to learn more about how to both define and measure quality at the supplier
- Created a set of manufacturing specifications, a quality control plan and gauging designs to measure compliance to specification

## How It Was Done

- Specifications needing revision and simple methods of measurement were identified through discussion with the design and incoming quality teams
- The company was then able to create its own manufacturing IP in the form of the gauging designs

## The End Result

- Receiving quality was improved, the manufacturer developed a quality control process that made it easier to switch suppliers
- Having established a baseline, the quality control process could evolve with new part designs