

Supplier improvement

Support as a supplier quality assurance for the launch of B8 (Audi A5)



Context & Objectives

- „Fire-Fighting“ – supplier management for suppliers in Germany and Poland
- supplier development in Germany (plastics supplier)
- support in the processing of complaints (comment and arrangements controlling and timing)
- tracing the Production Part Approval Process (PPAP)
- support the Advanced Product Quality Planning (APQP)

Approach & Solution

- support of the initial sample inspection for quality note 1 (PPAP)
- coaching of the supplier (management)
- formulation of arrangements and time tracking
- analysis of the current state (processes and quality control by the supplier)
- assessment and coaching of quality walls (customer and supplier)
- reduction of the parts per million rate (ppm)

Results & Added Value

- high level of transparency in the production part approval process
- quality assurance for start of production (SOP)
- current state analysis (supplier state, initial sample inspection)
- countermeasure tracking and tracing in case of complaints
- assessment of quality gates

Improvement of a supplier manufacturing quality



To identify and solve likely faults revealed by after-sale



Context & Objectives

Situation : a vehicle manufacturer wants to check the production following of an engine developed by an outer industrialist.

What is at stake : improve the product quality in order to limit after-sales costs.

Challenge : to specify possible faults revealed by after-sale and lead the supplier in order to solve problems.

Approach & Solution

Analysis of the retruns from the distribution network.

Control of the supplier about faults in production.

Fit plan of action to solve porblems.

Use of our knowledges about customer, its organization and its methodology for more efficiency.

Results & Added Value

Improvement of product quality (common rail fault...) and respect of the different deadlines in function faults gravity.

Improvement of engine quality..

Cutting costs from after-sales.

Our abilities on this porject, on the methodology to use.

Help about our deadlines management and the strictness of our organization.

Capitalization of these studies and reasoning of supplier control.

Project management: automotive electronic integration of entire luxury car



Context & Objectives

Leading the electronic integration for an entire car project @ OEM

- multi project management for 15 involved electronic controlled unit sub-projects
- reporting of the completion level and risks to the head of electronic development
- leading of the fault elimination process in the entire electronic car project
- leading of two testing teams -->12 testing experts (not altran) two locations
- leading of the purchasing team (2-4 buying agents)
- fulfillment of the internal development process
- effective risk management of the electronic development in the car project
- transparent communication to the department of production, the department of quality and other OEM departments

Approach & Solution

the following actions are used to reach the goals:

- weekly fault elimination video conferences with all project stakeholders
- integrating the new car functions in several phases to SOP
- using internal report systems to control the sub-projects
- using of test report systems
- two weekly OPL meetings with the test team
- a lot of communication with all project stakeholders

Results & Added Value

reached goals

- achieve the internal milestones and the first SOP in 2008
- rapid escalation of risks in the electronic development
- good and faithful communication to stakeholders departments
- fast testing of available components
- reaching a high testing depth

Development and management of system for planning, creation, distribution, interaction and completion of tasks within Volvo Customer Service

Context & Objectives

SPIE supports the change management process in the Volvo Car Service department. Change orders for e.g. improvements of spare parts, changes in service routines or new instructions in manuals are all created, planned and managed within SPIE. Consignit were originally involved as Documentum experts in the application development project. After the first delivery Consignit received the application management responsibility and has since further developed the system to include more functionality and broaden its scope. SPIE is built on Documentum with a web interface and bases a lot of its core functionality on Documentum workflows. UML was used for modelling the business processes as these were extensive and not previously documented.

Approach & Solution

Consignit was originally involved as Documentum experts in the application development project. After the first delivery Consignit received the application management responsibility and has since further developed the system to include more functionality and broaden its scope. SPIE is built on Documentum with a web interface and bases a lot of its core functionality on Documentum workflows.

Results & Added Value

SPIE improves efficiency in the planning and development of mechanical procedures and car accessory documentation as well as improves the overview and efficiency when working with spare parts and change orders within Volvo Cars Customer Service departments. By automated workflows and a structured approach to the task to be performed SPIE provides speed and quality to the process. SPIE improves efficiency and effectiveness by providing a controlled, process-driven system which streamlines the way of working and offers a common working area for distributed tasks.

- **Functional Environment:** Automotive aftersales and customer service
- **Methodologies:** SCRUM, SDM (RUP equivalent), UML, OOAD
- **Technical Environment:** Hardware: AIX, Linux Software: Documentum 5.3, Oracle 9, IBM MQ Series, FAST, Java, JSP, Struts, XML, JAXB, AJAX, DWR, IMS, SOA

Development, implementation and improvement the processes in the supply chain

Category	Conventional	VMI	C-Teile Management
Anzahl Teile	9 (0)	42 (60)	838 (1.131)
Aktuelle Kapitalbindung (K)	296.246 (438.113)	496.485 (1.491)	1.007.789 (2.639.236)
Ø DSW	6,5	13,6	72,4
Anzahl Teile	15 (10)	61 (52)	483 (549)
Aktuelle Kapitalbindung (K)	165.451 (234.297)	469.509 (507.154)	2.533 (2.533)
Ø DSW	8,0	7,6	36,2
Anzahl Teile	47 (66)	121 (142)	229 (244)
Aktuelle Kapitalbindung (K)	1.110.368 (2.274.904)	905.244 (968.364)	371.774 (224.535)
Ø DSW	6,0	5,8	11,8

Labels: A, B, C

Context & Objectives

- increasing the efficiency within the process – lean, robust, secure, „easy to use“
- increasing the effectiveness within the process – 100% material in-line-availability

Approach & Solution

- development of sourcing strategies (JIT, JIS, supplier kanban, conventional, c-part-management, VMI)
- choosing the material (buy-in parts)
- accomplishment of a cost-benefit-analysis (ABC/ XYZ)
- stochastic classification of the materials into logistics classes (supply)
- training of involved staff within single sourcing strategies
- classification of the materials into defined supply categories

Results & Added Value

- simplification and reduction of the effort regarding disposition of the purchased material for the entire plant
- classification of purchased materials into supply categories (ABC)
- uniform supplier standard evaluation by supporting SAP R/3 systematics
- reduction of the range of inventory, cost of storage and lead time
- minimisation of the number of suppliers