

Case Study 2 QM (DSC)

Project Title

Component sampling (PPAP), production start

Client Information

Client: (company name incl. legal form)	International automotive supplier (Tier 1)
Industry (segment if applicable):	Automotive
Further information about the company:	<ul style="list-style-type: none">• One of the 25 largest automotive suppliers worldwide• Specialized in interior and exterior modules• Affected production site approx. 400 employees
Company type:	GmbH, part of a corporate group
Revenue (approx.):	Group: approx. USD 10 billion in revenue
Number of employees (approx.):	Approx. 135,000 worldwide, approx. 400 at the site

Information about the Nominated / Awarded Person

Name of the person:	Dirk Schulz
Role / designation in the mandate:	Supplier Developer / SQA
Person's quote:	Less talk, more action!

Mandate Details

Initial situation at the company:	<ul style="list-style-type: none">• Imminent "new business on hold – Level 3", which would entail withdrawal of the IATF certificate• Production start at OEM significantly missed, production only running under special approvals• Porsche escalation ongoing for more than 6 months with no progress• No significant sampling approvals (PPAP) completed
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Core task & objectives of the mandate:	<ul style="list-style-type: none"> • Execution of interior component sampling according to customer specifications • Production start • Introduction of supplier management
Measures:	<ul style="list-style-type: none"> • Set-up of a task force in close cooperation with Porsche • Structuring and prioritization of components • Start of sampling of parts and components at Porsche and suppliers according to priorities • Build-up of supplier management • Build-up and leadership of an SQA team
Challenges:	<ul style="list-style-type: none"> • High turnover and sick-leave rate among staff and management • No functioning project management • Supplier management not in place
Results & successes for the company:	<ul style="list-style-type: none"> • Reduction of sampling completion time from the planned 12 months to 5 months for key components • “New business on hold” brought back to Level 0 after 10 months • Process optimization – e.g. approx. 40% improvement in scrap rate