



## QUALITY MANAGEMENT AUDIT FOR AUTOMOTIVE OEM

### 30% DROP IN PRODUCT DEFECTS



#### SCOPE

- // Review supplier documents for KPC parameters under Product assurance project
- // Highlight the areas of non-conformance in the documents, received from supplier.

#### APPROACH

- // Review of KPC parameters on the drawings.
- // Identify the important documents, which can affect performance of the KPC parameters.
- // Create Product qualification in the clients intranet site.
- // Coordinating with supplier thru email communications
- // Parts involved were from engine, gearbox and chassis commodity.

#### SOLUTION

- // Receipt of latest KPC parameters documents (Control plan, process capability studies, layout report, material test reports) from supplier.
- // Review data and identify areas of non-conformance in the documents.
- // Ensure closure of non-conformance by revising/updating the documentation.

#### RESULTS

- // Product Assurance is new step added by client to ensure foolproof launch of parts in regular production, after regular approval.
- // Giving benefits to identify potential issues due to improper controls in process and improper monitoring of process capability.
- // Arrest 30% potential defects at customer end, which may include major warranty failures.

