



PROCESS QUALITY ASSOCIATES INC.

"We Engineer the Quality of Your Success"

690 King St., Suite 2
London ON Canada N5W 2X3

Phone: (519) 667-1720
Fax: (519) 667-1722

(800) 837-7046
Toll Free

www.pqa.net
pqa@pqa.net

SUPPLIER QUALITY

CLIENT's SITUATION

This multi-division manufacturer knew that there was a limit to how much effect its QA department could have on the end product, given that over 50% of the product's cost was in purchased components over which it had no control.

PQA's TASK

Help the client get their suppliers involved in identifying and correcting problems before they ship them out.

PQA's ACTION

At PQA's suggestion, the client invited their largest suppliers to attend a one-day workshop conducted by PQA (the suppliers paid to attend). The workshop concentrated on the principles of quality and the problem solving process. PQA facilitated both the Supplier and the Client to choose a worthy project to improve their common portion of the supply chain. Suppliers worked with the client to begin the application of the problem solving techniques on real problems they were currently encountering.

CLIENT's RESULTS

- A 30-40% reduction in the amount of product coming in that was suspect or nonconforming.
- A start to a supplier certification program which will continue to enhance the customer-supplier relationship.