

AIRCRAFT MANUFACTURER

## Commercial Aviation

Systems  
Engineering



Mechanical  
Engineering



Quality  
Assurance



Industrial /  
Other



# CONFORMANCE MANAGEMENT— SUPPLIER QUALITY IMPROVEMENT

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## APPROACH

- Develop high-quality investigations based on issues at the FAL to promote quality improvements for suppliers
- Maintain low numbers of nonconformities caused by low quality of the final product from suppliers
- Maintain constant communication with suppliers for constant quality development to limit production line stoppers

## RESULTS

- Use potential problem-solving (PPS) and the Kepner-Tregoe method to gain improved action plans with our suppliers
- Decrease 30% of nonconformities liable to suppliers in the past seven months
- Schedule meetings on a daily, weekly, and monthly basis to review all investigations to track and assure good quality improvement at the supplier's home base

## KEY TOOLS & TECHNOLOGIES

- Potential problem-solving (PPS)
- Kepner-Tregoe
- HMS
- Proprietary client open data system
- SAP

**ALTEN TECHNOLOGY**