

3P Partners Case Study—Operations & Quality Support

Project Description: Provide necessary resources and support for operations and quality during restructuring due to business growth and vision shift of new President.



Key Resources Provided:

Operations Manager
Quality Manager
Continuous Improvement Coordinator

Activity Summary:

Support quality functions during Quality department restructuring

- Customer issue response – Tier 1 and Tier 2
- Re-Organized customer corrective action process with respect to issue tracking, open issue monitoring and documentation structure
- Assisted with transition of internally appointed Quality Manager and training newly hired Quality Engineer

Provided Operations Support

- Managed daily production and shipments to customers
- Addressed personnel/manning issues for a 3 shift operation while evaluating supervision team
- Created Cross Training Program for operators
- Assisted with the transition of newly hired Operations Manager and additional supervisors
- Eliminated past due customer requirements while greatly reducing expedited freight

Restructured service part process

- Implemented Service Part Books that contained prints, BOM's, and packaging instructions
- Created part specific part labels and box labels
- Trained Operators and Supervisors to utilize provide process and materials

Implemented Warranty Return Management Process

Provided process and personnel assessments to General Manager for use in restructuring process

Assisted in the removal of 3rd Party Containment thru operations and quality support of a Tier 1 Product Line

Worked directly with customers to drive closure to open issues for a major Tier 1 Program Launch

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