Training Material Introduction

Quality & Industrial Performance version 3

"Going From Reactive to Proactive"



Global Purchasing and Supply Chain

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DIRECTION SUPPLIER DEVELOPMENT

Reference Doc-Info: 01601_13_00335

• *E-LEARNING* : Quick interactive introduction to the QIP Referential (done in V2, but compatible with V3).

- QIP Supplier presentation : QIP process / QSB+ Certification process / Scoring / Requirements Overview...
 - QIP Quick Overview
 - QSB+ Supplier presentation
 - NSA Supplier presentation
 - PCPA Supplier presentation
- **Detailed Training material** : Complete explanation of each criteria of QIP requirements with examples / pictures



What are the 12 +1 key elements of QIP?

1. Corporate Management & Strategy

- 2. Fast Response
- 3. Control of Non-Conforming Product
- 4. Verification Station & Error Proofing Verification
- 5. Standardized Work
- 6. Layered Process Audits & Skills Management
- 7. Risk Reduction
- 8. Managing Change
- 9. Maintenance
- 10. Manufacturing & Material Flow Management
- **11. External Logistics**
- 12. Part and Process Control
- 13. Tier N management.

Quality System foundation & Certification for suppliers

QSB+ process

Audit Supplier to identify the gaps

Action Plan to close the gaps

Customer Certification Audit

Monitoring & Continuous Improvement



- Training material is divided in 11 documents
- « Tier N management » is not a specific Key element. It permits to identify all the requirement (focused on Tier N management) with a double impact in the quotation of each audits grids.
- It is available in *English only*
- One document for each key element of the QSB+
- Note: Training material doesn't yet exist for 2 key elements :
 - **CMS** (Corporate Management & Strategy)
 - PPC (Part & Process Control)
- All Documents have a similar structure



Training material - Standard Structure (1/4)

Key Element Introduction: 2 slides

Slide #1: Purpose of the key element

- Scope (processes covered, location involved on the shop floor)
- Responsibility (process owner)

Slide #2 : Benefits

- Advantages from supplier point of view if requirements of the key element are fully met.
- Short & medium terms consequences

FAST RESPONSE

Introduction

PURPOSE:

- Immediately address quality failures
 External / Internal
- Defines the process to be followed
- Defines method of displaying important information as a visual management tool, supporting status at a glance.
- Applies discipline in responding to issues through a systematic approach.
- Defines method to provide fast response to operator

SCOPE:

- Assembly Area
- Manufacturing Operations
- Shipping / Receiving
- All Operations Other Support Functions

RESPONSIBILITY:

- Ownership
 Operations Manager
- Contingency Plan for All Situations

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FAST RESPONSE

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Benefits

- · Improves Quality metrics reduces PPM, warranty costs,
- reduces PRR's and increases customer satisfaction.
- Provides a systematic approach (simple and standard) for *Problem Solving* (small and large problems) and communication of Quality issues.
- · Ensures the Natural owner is assigned to each issue.
- · Supports continuous improvement.
- · Strengthens documented implementation of Lessons Learned.
- · Prevents repetitive mistakes and reduces waste of resources.
- · Engages all stakeholders in an organization.
- Creates a culture in which everyone is a strong problem solver promoting continuous improvement. Problems are positive opportunities.

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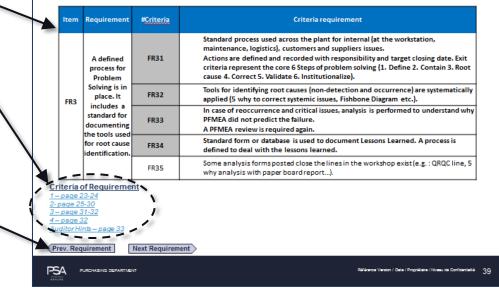


Requirements presentation

- Document is organized to be coherent with the audit sheet
- One section for each requirement.
- Hyperlinks allow to see directly each criteria presentation / examples.
- Buttons allow to navigate through the document from a requirement to the previous or the next one

FAST RESPONSE

Fast Response in Production, what are we searching for?





Auditors hints

- Each requirement section is conclude by a specific slide « Auditor Hints »
- It is a reminder of the « look for » information's of the audit sheet.
- It describes the way requirement may be audited

FAST RESPONSE

Auditor hints

Prior to the audit check last customer complaints focusing to the issues where root cause found and corrective action implemented.

Verify that problem solving used efficiently, all the core "6 steps" applied, specially that real main root cause found and action implemented against the root cause.

If no customer complaint issued verify via an internal or sub-supplier issue. Check a Drill Deep (5 whys), main systematic root causes found.

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What goes wrong ?

- Each document is conclued by a specific slide: « What goes wrong ? »
- The slide presents through bullet points the deviations frequently found during evaluations

FAST RESPONSE

What goes wrong?

- · Fast Response Meeting was started but stopped, because:
 - · It became a problem solving meeting (too long)
 - No daily issues reported (-> weekly -> wind up)
 - · Issues remained open too long because of no regular feedback
- Practical Problem Solving Form or equivalent is not used
- · No clear definition of what is a "significant issue"
- Problem solving in office not at Point of Cause
- · Missing whys (Drill Deep) to find main root cause
- Read across (Drill Wide) is not completed
- · Lessons Learned database available, but not in use

Prev. Requirement



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