

CASE STUDY

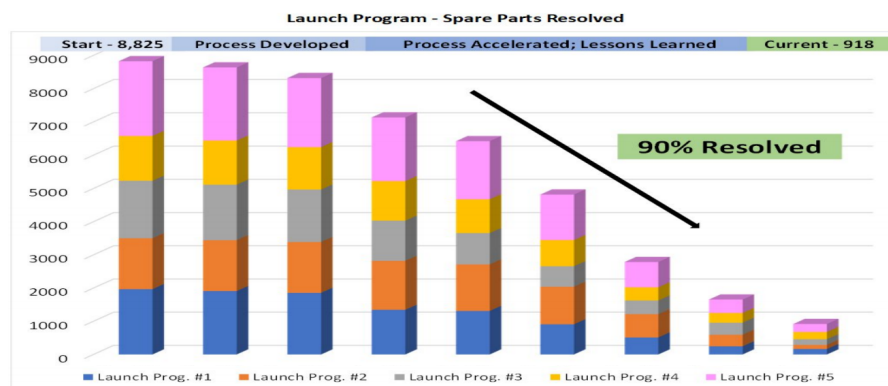
New Program Launch: Spare Part Resolution

RESULTS

- ✓ Successfully implemented & fine-tuned a customized spare part resolution process that quickly achieved **90% resolution**

ASSIGNMENT

Define, develop & document an equipment spare part resolution process for a major North American automotive manufacturer



CHALLENGES/TASKS

- > Develop a standardized process to resolve machine tool Original Equipment Manufacturers spare parts & component issues.
- > Facilitate engagement between multiple OEMs' (100+) & customers' (5) program launches with 8,000+ set-up issues.
- > Provide bill of material, drawings & part ID corrections.
- > Ensure proper documentation is gathered, updated and delivered to end customers' Indirect & Engineering Departments.
- > Facility conference calls, Skype meetings for multiple customer & OEM engaged in resolution activities.
- > Provide customers' Sr. Leadership with detailed progress reports & timing for each new program launch.