



IX[®] Case Study

Improving Quality and Output at a Tier-1 Automotive Supplier



IMPLEMENTATION
ENGINEERS[®]
BEYOND CONSULTING



OEM Risk
Mitigated

False Rejects
Reduced

Sustainable
Controls
Installed

When Supplier Performance Becomes a Plant Problem

A global automotive manufacturer was experiencing delays and quality issues with a critical electronic housing component sourced from a local supplier. These issues were putting stress on the OEM's production system and threatening its ability to meet customer delivery schedules.

To protect production and restore confidence in the supply chain, the OEM engaged Implementation Engineers to work directly with the supplier and improve performance — fast.

Inside the Supplier's Four Walls: How We Drove Change

We embedded a team on-site at the supplier's facility to identify root causes, accelerate improvements, and drive sustainable change in both quality and throughput. Our scope of work included:

- **Quality System Diagnostics:** Reviewed PFMEAs, control plans, and past corrective actions. We updated quality documentation and identified gaps in existing containment and root cause processes
- **Tooling and Process Fixes:** Led tooling modifications and revalidation of injection mold tooling to correct dimensional inconsistencies in coil and pad alignment — a known source of false rejects and rework
- **Throughput Improvements:** Increased output through a mix of mechanical improvements (e.g., eliminating pallet jams, fixing conveyors), behavioral changes (operator training on line control and changeovers), and system logic updates to reduce wait times and bottlenecks
- **Data-Driven Interventions:** Mapped value streams, analyzed line data, and ran targeted Kaizen events to eliminate recurring downtime and boost first-pass yield
- **Built-in Risk Mitigation:** Developed restart protocols, alarm logic for common failure modes, and inventory buffers to minimize the impact of future tool or equipment issues

OEM Demand Met — Backed by Supplier Stability

In just eight weeks, the supplier was able to:

- **Eliminate major quality issues** that had been blocking approvals and triggering rework
- **Increase production output to meet OEM demand**, reducing risk of line stoppages at the OEM facility
- **Implement sustainable controls** that prevented recurrence and reduced firefighting

By improving supplier performance, we protected our client's operations and stabilized a critical node in the supply chain — a reminder that true operational excellence doesn't stop at the plant gates.

Let's Turn Your Vision Into Results

At Implementation Engineers, we don't just execute projects - we transform your vision into operational reality. Our proven 3-phase approach - **Align, Design, Execute** - delivers lasting value, from aligning your team on strategic goals to optimizing operations and driving measurable outcomes. Whether you're aiming to lead your market, boost efficiency, or maximize shareholder value, we're here to make it happen, step-by-step, side-by-side.

Ready to Get Started?

Let's explore how we can bring your vision to life. Contact us today to schedule a conversation. Together, we'll chart the path to your success.

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