Supplier Quality, A World of Myths, mistakes, and miracles

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SRS SAVANNAH RIVER SITE

CNS consolidated nuclear security, llc
PANTEX PLANT | Y-12 NATIONAL SECURITY COMPLEX

NEVADA NATIONAL NNSS SECURITY SITE

KANSAS CITY NSC National Security Campus

NNSA National Nuclear Security Administration

Sandia National Laboratories

Los Alamos NATIONAL LABORATORY

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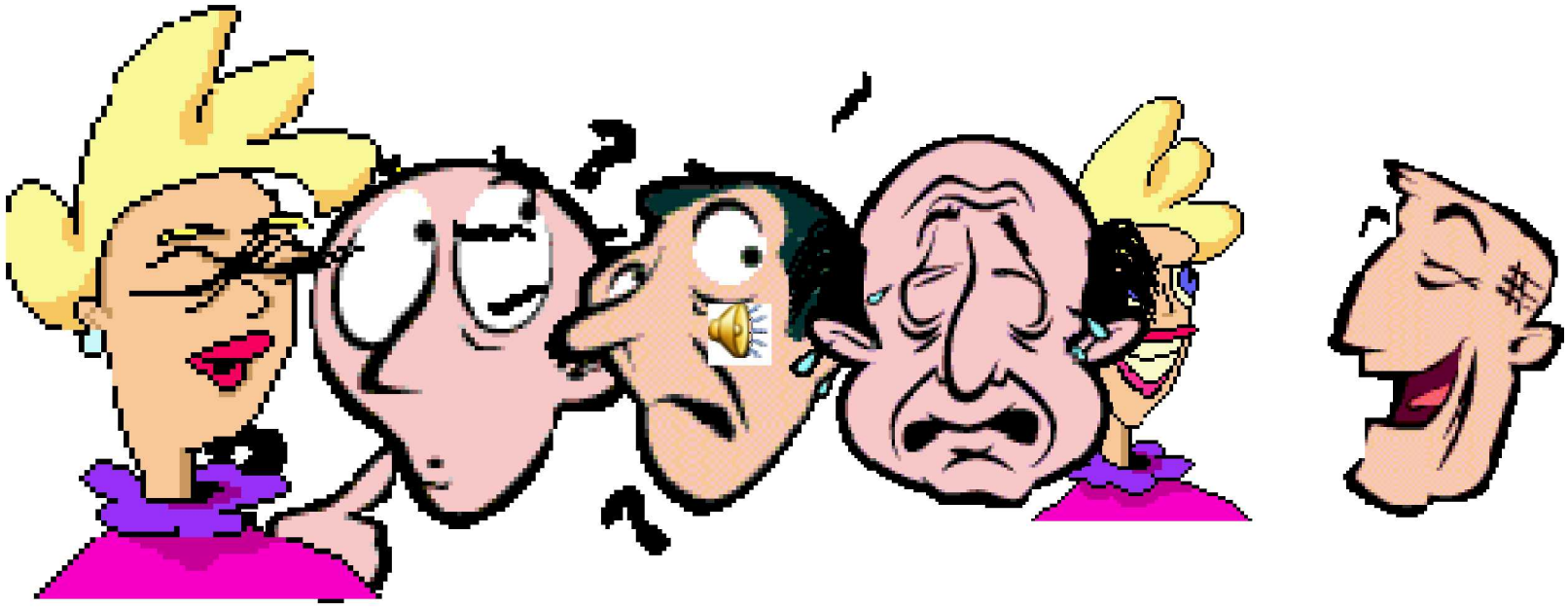
Are you sure you're getting what you expect from your suppliers?

"it's a question of quality..... Really ?"



Why is this story funny?

Expenses are ludicrous.

Reasoning is not sound.

We all get the joke because of our general **knowledge** about cars.

Why is this story not funny?

- We all know someone who has been taken advantage of by a company who looked or sounded credible.
- This happens because of a **lack of knowledge** about vulnerabilities in what appears to be a simple situation.

YOU need knowledge of supply chain risk, supplier quality, and its ecosystem, to effectively manage your suppliers.

Agenda

Quote For The Day

My Goal

Lets Get To It: The Circle of Supplier Quality; a though exercise

Systemic Problem Solving- borrowing from Ishikawa

An Example

Failure Modes

Let's Summarize What We Have Learned

Parting Thoughts

Quote For The Day

"As he thinketh in his heart, so is he."

Proverbs 23:7 KJV

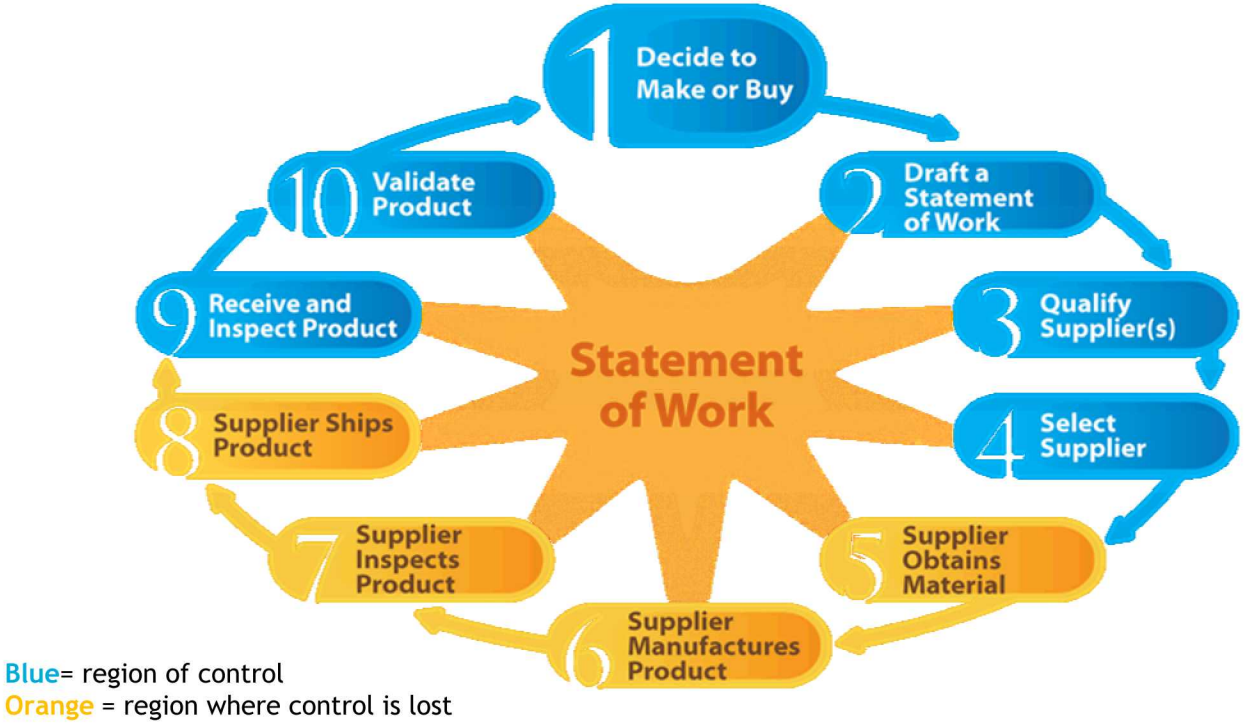
My Goal

To change the way you think about opportunities to solve complex supplier quality ecosystem problems

Give you a tool to help you influence the thinking of those who support you or those you support

Let's Get To It

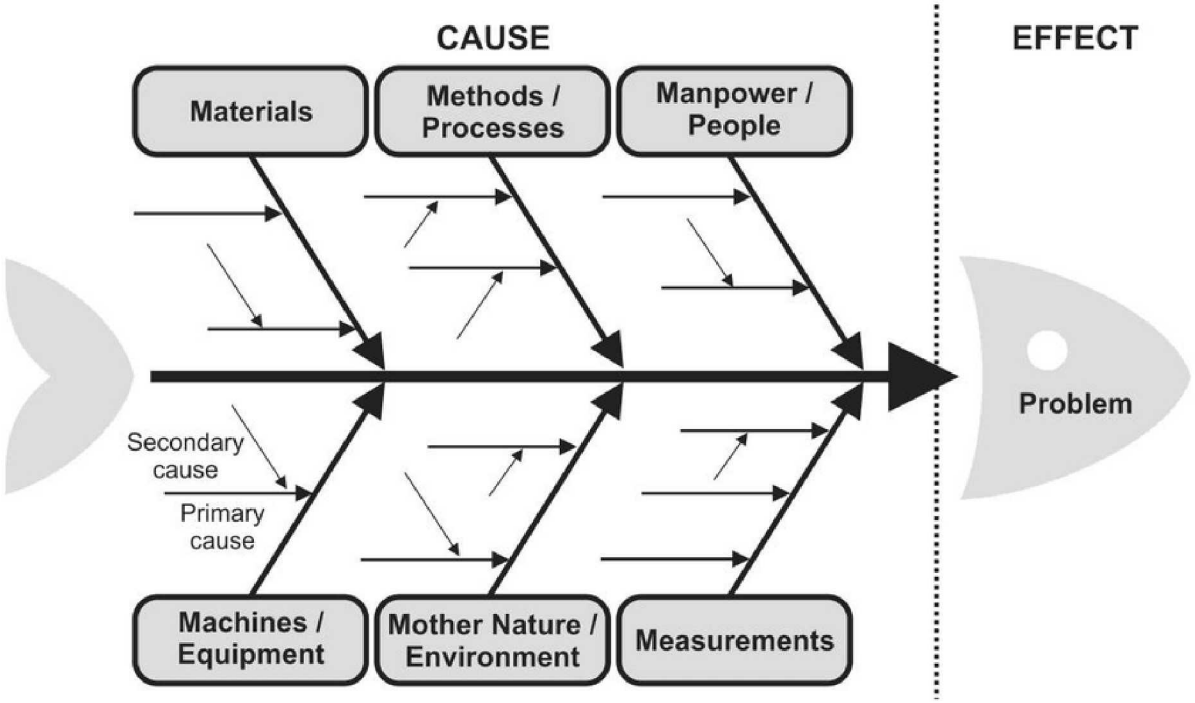
The Circle of Supplier Quality- a though exercise



Blue= region of control
Orange = region where control is lost

We use this notional depiction to illustrate the ecosystem relationships, from a systemic perspective, and shape different ways of thinking

Systemic Problem Solving- borrowing from Ishikawa



- If we apply Ishikawa to each segment of the Circle of Supplier Quality we create a systems thinking approach to uncovering solutions to complex problems
- If we can identify the (**cause**) of a problem based on the (**effects**) then why can't we build robust and resilient processes(**effects**) when we know the systemic (**causes**) of failure

An Example

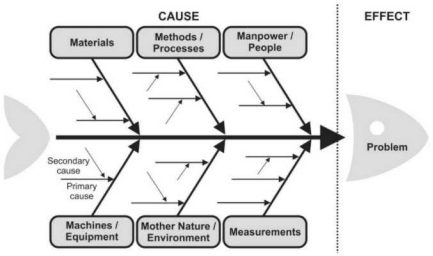
Issue found here

The Issue: Product is damaged or malfunction. Other products are examined with the same issue

The Circle of Supplier Quality

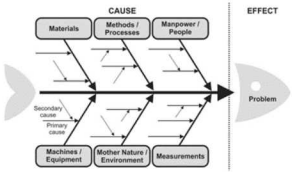
Lines of inquiry

- Call receiving inspection
- Review our requirements
- Is this the right supplier?
- Call supplier.
  - Are requirements flowed down correctly?
  - Does supplier inspection results match ours?
  - Does supplier's manufacturing process identify problems?



Failure Modes- Supplier Obtains Material (or Sub-tier suppliers)

Example Failure Modes



Materials: no acceptance criteria, notional requirements, no testing requirements, critical requirements/activities outsourced

Methods: no defined/repeatable process for critical requirements, no programmatic requirements flow down

Manpower (people): employee training verification for critical requirements, equipment, processes or activities

Machines/equipment: identification, utilization, and maintenance of critical equipment and tools

Mother Nature/environment: no environmental controls defined, locations of vulnerability, supply base options vulnerability(Sole Source) of critical requirements, processes, or activities

Measurements: inadequate measurement capabilities or alternative practices.

Obviously, these are not all inclusive but it starts us down the right path for further **investigation**, **analysis**, and **recommendation (or the place of influence)**

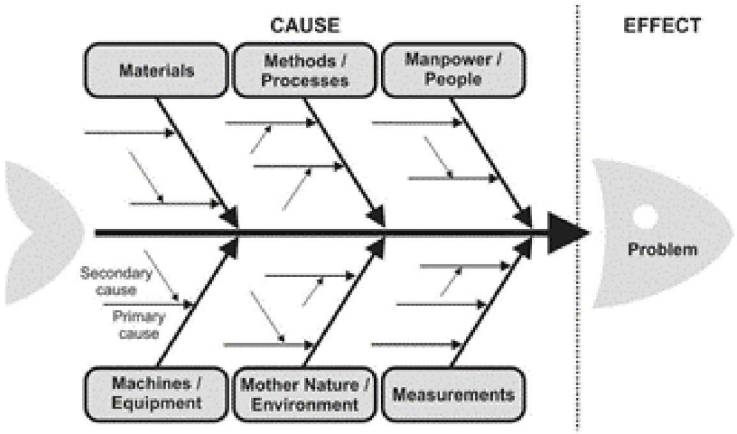
Lets Summarize What We Have Learned

How we think influences what we see, how we understand, and what we do

Supply Chain (or Supplier) quality management is complex and requires systems thinking to understand and address a complex ecosystem

If we reverse our thinking about cause and effect to effect and cause we can build robust, repeatable, predictable, and resilience processes. **This is our influence value proposition to those who support us or those we support**

Lastly, tools other than Ishikawa can be used to further define problem solving



Quote For The Day

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Parting Thoughts

Public Service Announcement

HOW TO IDENTIFY IF YOU HAVE A SUPPLY CHAIN PROBLEM

IF YOUR COW SOUNDS LIKE THIS

THEN FIRE UP THE BARBECUE !!

IF YOUR COW SOUNDS LIKE THIS

MAY WE SUGGEST THE FISH !!

Thank you for your time

Contact Information

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