

iAudited - Case Study

Layered Process Audits

iAudited.com

Case Study: iAudited helped an automotive Tier 1 supplier achieve 18% reduction in Cost of Quality

The Challenge:

An automotive Tier 1 supplier of manifolds for turbochargers was enduring an unacceptable CoQ of 26% (Cost of Quality) stemming from high scrap and sorting costs. Due to an upbeat job market, the company was facing an unusually high employee turnover among its shop-floor associates. This resulted in incomplete awareness of process and quality SOPs among new associates. Besides, the equipment was being underutilized (OEE of 64%). The average Time-To-Closure for mitigation tasks was more than 25 days.

The Solution:

The Director of Quality concluded that any solution would have to reinforce the SOPs and reduce process variations. This narrowed the focus to Layered Process Audits. The company piloted iAudited's digital LPA tool which was up-and-running with a day. Good practices from this implementation were:

- Showcasing commitment from the top by involving a wider cross-section of staff including plant management in shop-floor audits
- Using well-formed audit-questions that clearly outline the best-practice being evaluated.
Example: *"Are pallets covered with lid, stacked not more than 3 high and flush?"* instead of *"Is material stored properly?"*
- Periodic review of audit-findings by a cross-functional team with the goal to assign resources needed to bridge the gap.

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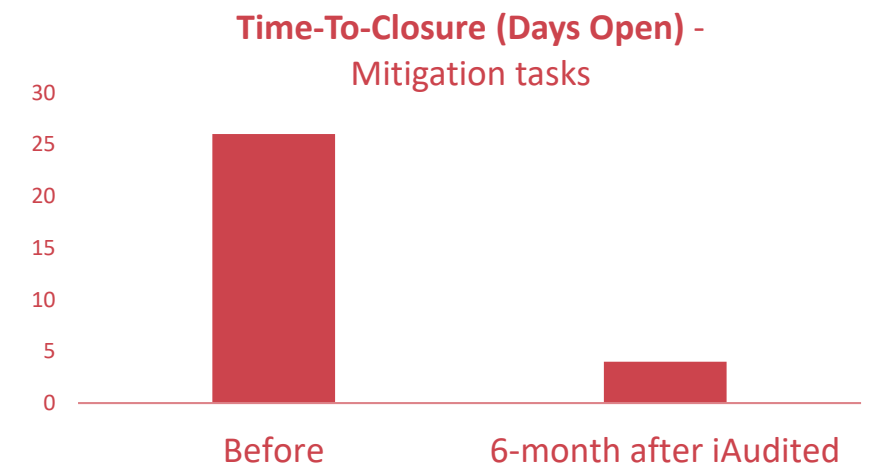
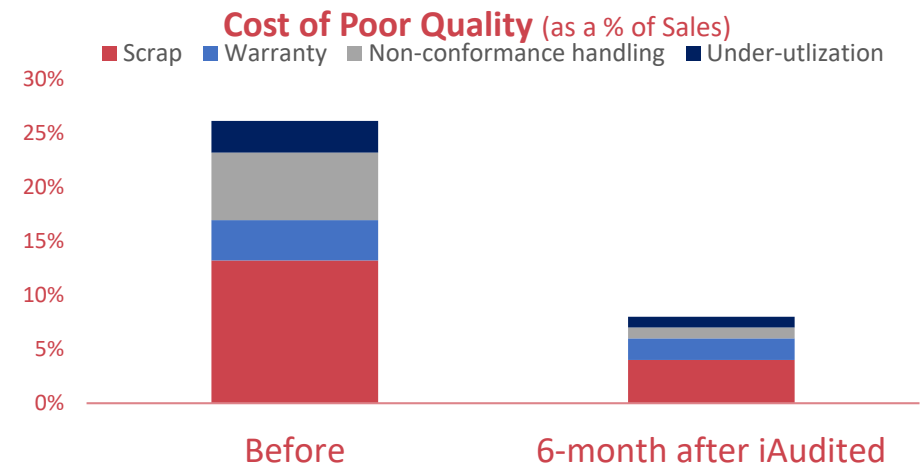
The Result:

By continuously reinforcing best-practices, iAudited helped the customer achieve an **18% reduction in Cost of Quality** within 6 months. With periodic review of findings and simplified task management, the average Time-To-Closure of shortcomings was reduced from **26 days to 4 days**.

By implementing Layered Process Audits, the customer was able to detect and control the following process variations:

1. After aggregating results from a large number of audits, the customer was able to detect an intermittent failure of an error-proofing mechanism that affected a subset of equipment. This would have been very difficult to detect with just sampling-based product or process inspections due to its intermittent nature.
2. The video cues feature within iAudited enabled auditors to easily understand the complicated best-practice for “roundness” inspection. This in turn led to the awareness that this best-practice was not well-communicated and rarely practiced.
3. By analyzing a certain failure-mode by shifts, the customer realized that point-of-use tooling (CNC inserts) was not replenished during 2nd shifts. This led to use of worn-out tools and subsequent high internal PPM and scrap.

Through mobile auditing, auditor feedback and empowerment of process-owners, iAudited helped the customer **make best-practices an organizational instinct**.



For a free trial:

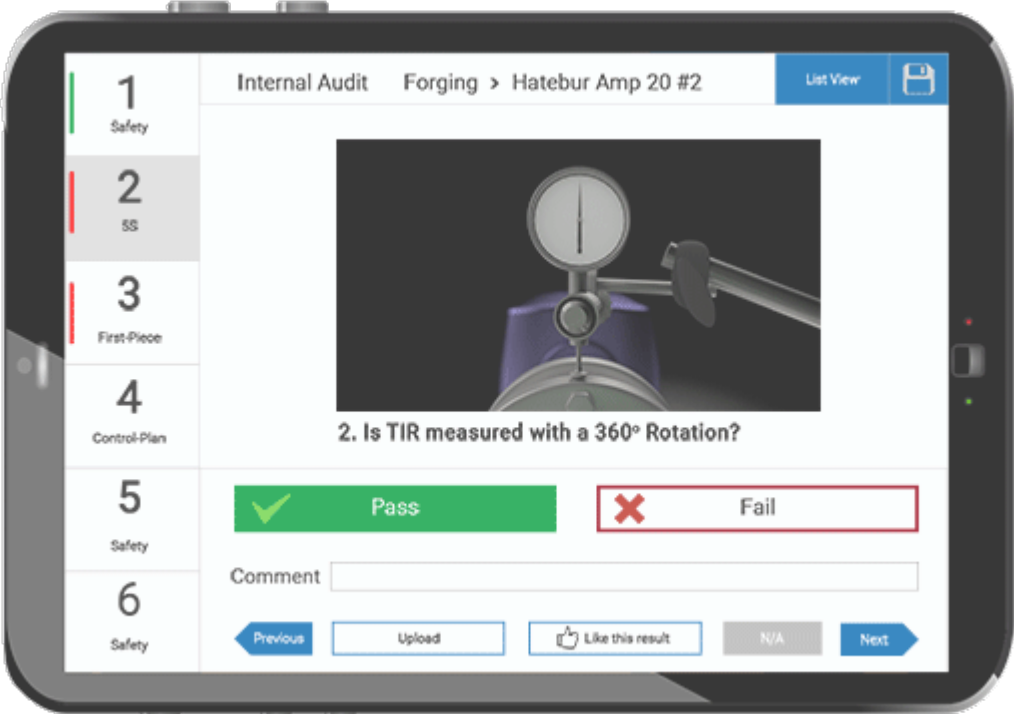
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More about Layered Process Audits

- AIAG's specification for performing LPA: [CQI-8](#)
- LPA training classes offered by AIAG: [All countries](#)

iAudited is designed by manufacturing experts for manufacturing experts – Appendix B

Proven tool for Layered Process Audits with accolades from Nissan Trading Co. Americas for best in market



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