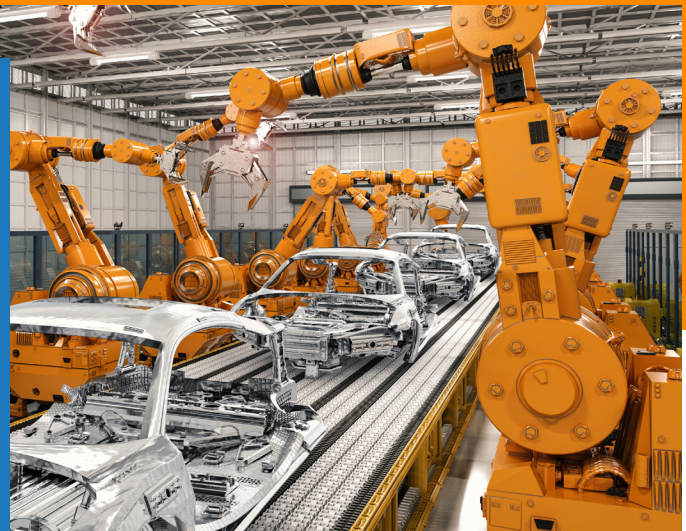


CASE STUDY

Automotive Tier 1 KPI Initiative

[bu:st] introduced a data-driven process to achieve production stability & meet OEM's targets.



THE PROBLEM

- Tier 1 was not meeting the OEM's quantity and quality targets.
- Constant escalations consumed resources on both sides.
- Extra effort due to additional reporting and meetings.
- Subject matter experts could not focus on part production due to constant reporting and firefighting mode.

THE SOLUTION

- Implemented a data-driven process to enable fact-based decisions.
- Developed a standard KPI reporting structure.
- Created a meeting landscape, as a basis for a sustainable problem-solving process.
- Introduced a 2-way escalation platform for TIER 1 and OEM.

THE RESULTS

Implementing the solution above resulted in:

- Focus shift from escalation to resolution, resulting in a mindset change: Tier 1 management team took personal accountability for their plant's performance.
- Freeing up Tier 1 subject matter experts to focus on the production process.
- Decreasing PPM from >1,000 to <200 in 3months and stabilization of inventory from <3 days to 7 days on hand.

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864-520-2841



3535 Pelham Road, Suite 201
Greenville, SC 29615



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