

Continuous Improvement with Broad-Based Engagement



The AIAG Quality Steering Committee charter is to identify industry issues, needs, and trends and provide guidance and best practices to continually improve products and processes.

The Committee is comprised of quality leaders from automotive OEMs and Tier 1 and Tier 2 parts suppliers. Examples of recent initiatives include:

Sub-Tier Supplier Development Program

The Sub-Tier Supplier Development project developed a common process for supplier management of sub-tier suppliers. By harmonizing the process organizations and sub-tier suppliers will be more effective and efficient at managing their suppliers. As a result the CQI-19 Sub-Tier Supplier Management Process was developed.

In addition, the Sub-Tier Supplier Management work group has developed a blended training program for the Sub-tier Supplier Management Process Guideline (CQI-19).

Understanding and Implementing CQI-19: Sub-tier Supplier Management Process training is a blended course consisting of:

- **CQI-19 Online Self-Assessment** - taken prior to the classroom session to evaluate an individual's knowledge of CQI-19 and core tools.

- **CQI-19 eLearning** – taken prior to the classroom session.
- **CQI-19 Classroom Training** - a bridge to the online training, an application of CQI-19 in the workplace based on case study activities.

CQI-14 Automotive Warranty Management

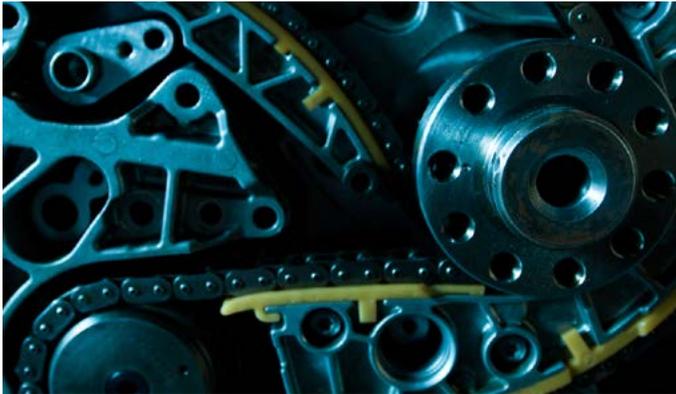
The Automotive Warranty Management Guideline (CQI-14) promotes advances in consumer satisfaction and continuous warranty improvement by providing a recommended, robust warranty management program that instills a consumer-centric approach in warranty management. This approach begins with the end consumer in mind, providing tactics, techniques, and case studies for all constituencies, particularly vehicle manufacturers and their suppliers.

The guideline is organized in steps that partner organizations can take to proactively reduce warranty incident rates and risks associated with warranty events. It includes a visualization of recommended processes and case studies that document how companies have successfully implemented these processes. These examples have been included to provide the basis for understanding actions necessary for success, particularly for smaller suppliers that may not have extensive resources to address such warranty activities.

CQI-14 Automotive Warranty Assessment Training

The goal of the training is to develop skilled practitioners who are well versed in the assessment tool provided in the CQI-14 manual and are able to provide an organization with a warranty process that utilizes best practices.

The Automotive Warranty Management work group is currently developing training for individuals new to Warranty that will provide an overview on warranty to understand how the systems interact between supplier, customers, and dealers. Also under development is a more advanced class that will provide a review of the No Trouble Found (NTF) tools and case studies included in the CQI-14 Guideline.



Special Process: Casting System Assessment

The goal of this assessment is to establish a common management system that provides for continual improvement, emphasizing defect prevention and the reduction of variation and waste in the supply chain. The assessment provides a common approach to a casting management system for automotive production and service part organizations.

Model Based Enterprise (MBE) Work Group

AIAG's **M**odel **B**ased **E**nterprise (MBE) Work Group vision is to move the Automotive Industry to a 3D Model Based Enterprise, through the adoption of Model Based Definition (MBD) practices. This requires the 3D CAD model to include all of the information that completely defines a product (such as physical geometry, configuration, functional requirement relationships, attributes and procedural information). This information can then be consumed throughout the extended enterprise enabling seamless sharing, reduced costs, increased efficiencies and quality. The MBE Workgroup believes that we can achieve this vision by helping companies realize the benefits of their investment in technology, and the extended value of their product definition data by:

- Developing guidelines and best practices to educate and prepare the Automotive Industry
- Working with the industry software providers.

The MBE work group meets the second Friday of every month from 1:00p.m. – 4:00p.m.

Long Term Archiving

AIAG, along with our sister automotive industry associations in Europe and Asia, are developing harmonized recommendations for defining a robust, long-term retention and archiving system for global product definition information.

Key deliverables include Process, Format, Time Period, and Quality recommendations, as well as an assessment tool kit and companion ontology model.

For more information on AIAG's Quality Initiatives please contact:

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