

Summary

Customer

Large aerospace engine manufacturer

Challenge

Maintain product quality in zero inventory supply chain

Solution

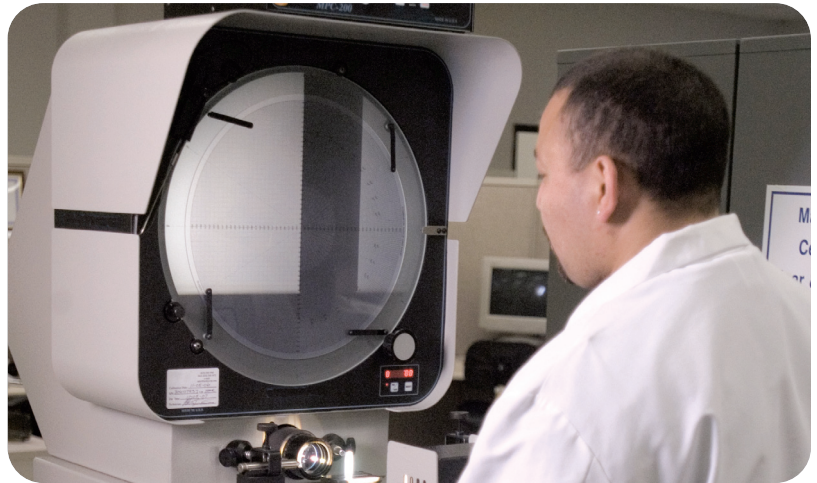
- Zero-inventory strategy
- Full-time support team including a Program Manager as well as dedicated quality and sales support
- Flexible, historical-based forecast

Results

- 100% quality rating, two years running
- Dock to stock to production delivery
- Optimized supply chain

Benefits

- Elimination of redundant receiving inspections
- Continuous improvement cost savings initiatives
- Reduced lead times
- Superior product quality



Challenges

One of the world's largest manufacturers of aerospace engines relies on Anixter to provide the assembly hardware used to complete the finished goods at the company's manufacturing plants. The quality of the engines is directly dependent upon the quality of materials provided by Anixter. Because the manufacturer relies so heavily on the supply chain to deliver quality materials, measuring and controlling these products before they are purchased and shipped is imperative.

In order to limit its operating expenses and reduce its overhead costs, the manufacturer needed a collaborative supply chain partner to deliver quality control in a just-in-time production schedule. With a zero-inventory model and a Six Sigma management strategy, the manufacturer needed to ensure its supplied materials and components met quality standards to maintain efficient and lean manufacturing facilities. With quality control processes that meet the most stringent requirements, Anixter provided the manufacturer with an integrated system of policies and procedures to meet its strict quality requirements.

Scope

With a core competency in supply chain best practices and quality management, Anixter has the technical and supply chain expertise to provide quality materials delivered directly to the production line. By using extensive supplier relationships, audit compliance knowledge and constant improvements in quality management, Anixter was able to help the manufacturer reduce the risks of costly supply chain disruptions.

Anixter supplies more than 1,000 common and unique parts, such as complex machined components, composited hardware and high-tensile fasteners, to various facilities for this manufacturer. With numerous changes during the production cycle, the manufacturer regularly implements schedule and quantity changes to support production. To maintain its production schedules and cost-reduction goals, the manufacturer requires the materials to be delivered directly to the facilities with all of the required quality control done up front.

Because Anixter performs required quality inspections, the manufacturer is able to save considerable time and resources in its manufacturing process.



CASE STUDY | Customer Confidence Grows Due to Quality Compliance

Anixter's quality department ensures our aerospace customers' parts meet the most stringent requirements. Our Quality Management System (QMS) is an integrated system of policies and procedures that dictates how quality is managed at all of our facilities. Based on ISO9001:2000 and AS9100 standards, the system forms the basis for how Anixter's Aerospace Hardware Labs and inspection criteria are managed.

- More than 50 dedicated quality employees
- Three independent quality management labs
- Inbound and outbound inspection
- Delegated inspection or dock-to-stock delivery to reduce the cost of quality by eliminating redundant receiving inspections
- Full traceability from the time Anixter receives a part until it arrives at a facility
- Dedicated quality representatives to ensure ongoing familiarity with a customer's products and quality requirements
- Process certification to monitor key criteria allowing for immediate correction of potential anomalies
- Supplier quality management process controls for continuous improvement as needed to reduce nonconformances
- Digital document storage

Solution

Using collaborative technologies to facilitate communications and share data in real-time, Anixter and the manufacturer work together to ensure products meet specifications prior to being purchased and delivered. Because the quality requirements for aerospace engines exceeds that of other components, Anixter's quality staff undergoes rigorous yearly training to be able to inspect products on the manufacturer's behalf. Anixter's Design Service Quality Representatives (DSQR) review basic requirements and communicate best practice on how to conduct redundant inspections, 100 percent dimensional inspections and critical dimension inspections. As a primary point of contact for the manufacturer, these quality representatives communicate with the company's quality engineer to ensure supply chain and quality benchmarks are being met.

Anixter's quality management system uses an integrated set of policies and procedures to dictate how quality is managed at all of the company's facilities. A staff of quality professionals work closely with the suppliers to maintain quality control, improve process flow and reduce nonconformance. This manufacturer regularly audits Anixter's quality system to ensure it meets strict quality-conformance policies.

Anixter dedicates a full-time Program Manager as well as customer sales representatives to manage and oversee the manufacturer's constantly changing schedule demands to ensure complete customer satisfaction. By creating a forecast based on the manufacturer's historical use, Anixter creates a flexible and scalable supply chain. It is this dedication that allows Anixter to meet the logistical needs of the manufacturer.

Results

Because Anixter performs required quality inspections, the manufacturer is able to save considerable time and resources in its manufacturing process. For the past two years, Anixter has had a 100 percent quality rating with this customer, which creates customer confidence. Product goes directly from dock to stock to production. This is an integral part of the manufacturer's total cost reduction strategy, as it eliminates redundant receiving inspections.

Anixter continuously identifies ways to optimize the manufacturer's supply chain model. This includes regular meetings with the manufacturer to discuss program results and enhancements, continuous improvement ideas and cost-saving initiatives. By facilitating the development and execution of continuous improvement strategies, Anixter strives to reduce delivery lead times and costs while maintaining superior product quality for this customer.



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