

WEAKNESS

# CONTAINMENT

## STRENGTH/WEAKNESS SELF-ASSESSMENT

Assess the following characteristics of your department on the strength/weakness scale below each item.

My department seeks a partnership approach with our outside inspection and containment provider



My provider supports the directives of the quality department



My provider delivers customizable solutions to my team



My provider works with my team to identify and communicate the impact of their solutions on the sustainability of my facility



My provider has engaged a management team that maintains control of the inspection process and provides clear oversight of the entire project



My provider collaborates with my team to initiate improvements to the partnership that strengthen our inspection protocols



My provider utilizes a transparent pricing strategy that provides us, and our suppliers, with a sustainable partnership



My team values the set of project documents of our provider as an asset to their operation



My provider's best practices and project-related training drive successful project management



My provider utilizes data reporting tools and resources that exceed the expectations of my production and inspection team



SCORE \_\_\_\_\_ OUT OF **100**

Looking to improve your score? We're ready to assist you!  
Get in touch at [www.sustained-quality.com](http://www.sustained-quality.com)

STRENGTH

## OEM #3 KPI

10 years relationship length

### 1-YEAR SNAPSHOT

2,047 projects initiated

17.985 million components inspected

279,725 billable man hours worked

0 inspection failures

### FACILITY KPI

9-minute response time goal

90% audit target

99.38 red rabbit score

99.91% safety audit score

### SQ EXECUTION

8-minute response

91.18% audit score

## TIER MANUFACTURER #1 KPI

7 years relationship length

### 1-YEAR SNAPSHOT

20 total projects

2,094,414 assemblies inspected

20,722 rejected assemblies

20,573 man hours worked

.9549 ppm

< \$1,000 service warranty cost

### ADDITIONAL SOLUTIONS

Gage/dimensional checks & weight balancing

Magnification inspection projects

Process audits

Cross-dock repack

Expedite schedule management

### KEY PROJECT

159-days project length

9 project revisions

1,918,432 assemblies inspected

1,351 rejected assemblies

11 contained catastrophic rejections

## TIER MANUFACTURER #2 KPI

21-month project

43 total projects

4,936,158 assemblies inspected

8 value streams

95% of all outgoing material

<\$10,000 service warranty costs

### SQ EXECUTION

1 value stream

Elimination of 80% manufacturing scrap

Reduced 6 of 7 types of manufacturing waste

70% reduction in expedited deliveries

## RDC #1 AWARDS

#1 IN CUSTOMER SATISFACTION 2016 2017

GOLD AWARD WINNER 2017

WORLD GOLD FINALIST 2017

SILVER AWARD RECIPIENT 2013 2014 2016

BRONZE AWARD RECIPIENT 2015

## RDC #2 AWARDS

#1 IN CUSTOMER SERVICE 2011 2012

GOLD AWARD RECIPIENT 2010 2012 2013

2014 2015 2016 2017

#1 GLOBAL RDC 2012

WORLD GOLD FINALIST 2015 2016

SILVER AWARD RECIPIENT 2011

Sustained Quality Group is a Peoplelink Group Company.

Peoplelink GROUP



## SUSTAINED QUALITY GROUP

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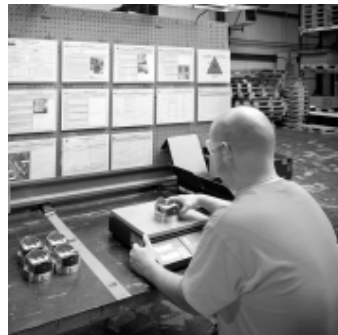
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SUSTAINED-QUALITY.COM



SQ GROUP  
SUSTAINED  
QUALITY

WE ARE RAISING THE QUALITY BAR.







YOUR  
FULL-SERVICE  
PARTNER.

Sustained Quality Group was formed by a team of quality professionals with deep experience in the quality sort and containment fields. We understand the importance of solving your manufacturing challenges.

We want to be your full-service partner.

SQ's mission is to raise the bar on quality, both for our customers and within our own organization. Ask about our employee and safety training.

AREAS OF  
EXPERTISE

PRODUCTION SUPPORT

- End-of-Line Inspection
- Inspection Point Management
- On-Site Assembly
- Rework

QUALITY ASSURANCE

- Launch Support/GP-12/Quality Wall
- Level 2 Containment
- Supplier
- Containment

OEM SOLUTIONS

- Full-Service Quality Management
- Quality/Quantity Monitoring (SSC, Q; Help, CSI/CS2)
- Service Parts Management

CONTRACT/MANAGED  
SERVICES

- APQP/ PPAP
- Contract Engineering
- Supplier Management/Audits
- Customer Liaison
- Capacity Analysis
- Production Launch

LOGISTICS

- Assembly
- Warehouse
- Sequencing

TECHNOLOGY

- Customizable Data Portal
- Real-Time Analytics
- Log-In from Any Device
- Ease of Access



OEM  
ONSITE AND  
ACTIVE LIAISON.

ACTIVE LIAISON

ALABAMA

Tuscaloosa

CALIFORNIA

Fremont

INDIANA

Fort Wayne  
Mishawaka  
Shelbyville

ILLINOIS

Belvidere

KENTUCKY

Elizabethtown  
Glasgow

MICHIGAN

Adrian  
Detroit  
Flint  
Howell  
Lansing  
Orion

MISSISSIPPI

Canton

MISSOURI

Wentzville

NORTH CAROLINA

Cleveland  
Fletcher

OHIO

Clyde  
Marion

SOUTH CAROLINA

Spartanburg

TENNESSEE

Chattanooga

TEXAS

Arlington  
Garland  
Denton

Various locations throughout USA, Canada and Mexico.

OEM ONSITE

GM ESEP APPROVED VENDOR

GM CS2-APPROVED VENDOR

MONTGOMERY, AL

WEST POINT, GA

TUSCALOOSA, AL

HUNTSVILLE, AL

MISHAWAKA, IN

PRINCETON, IN

GEORGETOWN, KY

NEWMAN, GA

DECHERD, TN

REDLANDS, CA

BUFFALO, WV

● SQ location ● Quality coverage ● Staffing coverage

ENGINEERING

STRENGTH/WEAKNESS SELF-ASSESSMENT

Assess the following characteristics of your department on the strength/weakness scale below each item.

A strong, documented process and strategy for APQP/PPAP



Ability of the department to handle increased PPAP demands



Trained associates with a task-force approach to problem solving



Documented preparation process for surveillance audits



Liaisons or representatives that protect the facility's interests at customer locations



Team's ability to develop underperforming suppliers and drive them toward sustainable practices to benefit our organization



Processes for handling customer complaints or rejections



Process for identifying and managing nonconformities from my supply base



Conformity amongst other departments including production, shipping, and human resources in managing manufacturing challenges that impact the entire facility



Departments have budgets that promote unified solutions, taking into consideration the complete costs related to production and inspection



SCORE \_\_\_\_\_ OUT OF **100**

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STRENGTH