



Supplier Performance Improvement

New Part Introduction (PPAP)

Project Overview

A major gear manufacturer wanted in 2010-2015 to become a world class supplier in China. Their financial goal was to grow the company from RMB 100M to 300M (16 million to 50 million USD) in the next five years and in order to achieve this goal they needed to dramatically improve the structure of their organization. Senior management partnered with CGN to lead a transformation journey with a better focus around key opportunities and fundamental business drivers, along with improved strategic alignment and integration across departments. Through all the performance improvements made, the gear manufacturer was able to achieve certification standards and production part approval for all 7 new part numbers which enabled them to gain new business opportunity with their client.

Business Objectives

CGN needed to work with the gear manufacturer team to resolve technical issues by addressing the technical specifications and requirements of their client. The CGN team also needed to collaborate with the gear manufacturer to get all 7 new part numbers PPAP approved.

Business Challenges

- Metallurgy
- Process capability was below industry standards
- Documentation needed to be submitted to the client in a timely manner
- Quality and reliability documentation needed to be updated and verified

CGN Global Approach

The CGN team carried out an assessment focused on understanding the gear manufacturer's processes, while identifying weaknesses to develop a long term road map (Action Plan). The roadmap would synchronize multiple work streams for execution offering the opportunity for improvement. CGN created technical risk assessments to address several of the client's mechanical and chemical property specifications and requirements.

Business Results

- PPAP approval for all 7 new part numbers
- Met the technical, mechanical and chemical specification requirements
- Achieved hardness requirements
- Increased sales revenue to meet supplier objective for 2010 - 2015

Our Expertise

The CGN Global New Product Introduction service is a proven methodology toward helping organizations launch new programs from Phase Zero to start of production. We take a comprehensive view at the entire product development value chain as well as the product life cycle to create a seamless production flow. Properly introducing new products to the portfolio from the beginning allows for more efficient processes that are tailored toward current organizational standards and requirements. CGN eliminates waste and ensures consistency from the start, enabling higher quality outputs and sustainable customer satisfaction.

- **Voice of the Customer/ Product**
- **Design for Manufacturability/ Assembly**
- **Validation and Test Planning**
- **Advanced Product Quality Planning (APQP) and Product Part Approval Process (PPAP)**

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