

ESTABLISH ADVANCED PRODUCT QUALITY PLANNING (APQP) REQUIREMENTS

CGN performed APQP mapping, documentation and NPI integration for our client.

Business Problem

Our client lacked formal processes to identify critical Advanced Product Quality Planning (APQP) paths nor did they have a support system to facilitate instructions of required steps.

CGN Solution

CGN juxtaposed the AIAG (Automotive Industry Action Group) APQP discipline and the client's New Product Introduction (NPI) system to understand gaps and the critical path. Next, high-level work instructions were identified and created for critical path activities that are common launch concerns. The document details were designed for a novice to read and execute with minimal supervision independent of the normal reviews required in any APQP/NPI program. The work instruction design included: SIPOC, process steps, critical success factors, functional process flow chart (swim lane diagram), templates/checklists (where applicable), and instructions for completing the template.

Customer Benefit

The client was able to upload the process within a web portal for global usage. Monthly team reviews have been established to monitor the effectiveness, training needs and usage of the APQP discipline. A higher level integration of APQP and NPI into a more robust web tool will launch in the immediate future. Other Organizational Excellence initiatives have been launched to ensure the success of the integration and shift in the mental model.

SCOPE

Corporate rollout of APQP discipline and integration into an existing NPI program

BUSINESS DRIVERS

Reduce launch costs, errors, time to market and warranty costs; establish business synergy by eliminating barriers and promoting team accountability; improve global footprint by demonstrating repeatable, reproducible and capable systems; improve design center of excellence and value stream therein; promote supplier participation for zero-launch success factors



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