

Quality Watch Force

Preventive quality services

Specialisation:

Support concerning all quality issues for automotive suppliers in countries with geographical and linguistic barriers.
Particularly in German - English - Italian - French - Spanish linguistic areas.

Support to achieve maximal customer satisfaction including active control of all procedures from project start until SOP.

	for customer	for supplier
Qualifying	<p>Checking the Q-capability of the designated supplier including an internal potential analysis.</p> <p>Checking the resources of the first and / or second tier supplier and of external service provider. (Audit / 2TP).</p> <p>Pre-audit.</p>	<p>Supplying with all necessary documents and explanation of the procedures.</p> <p>Platform integration</p> <p>Support in contract-related issues and introduction in customer guidelines.</p> <p>Evaluation of correlation between requirements and existing know-how and infrastructure by means of benchmarking.</p>
Project phase	<p>Controlling the process-related activities of the supplier incl. SE function.</p> <p>Project Coordination.</p> <p>Monitoring changes and corrective measures with schedule..</p> <p>Support in terms of language / translation.</p>	<p>Assistance for project monitoring until release.</p> <p>Active handling and ministration of data transfer (KVS).</p> <p>Support for sampling, technical release and SOP including handling of sample parts.</p> <p>Introduction in logistics and dispatching according to customer specification.</p>
Series phase	<p>Monitoring the Q-capability and sustainability of the supplier (QTS, LiOn, Core).</p> <p>Platform supervision (QTS, LiOn, BeOn).</p> <p>Organizing and managing meetings.</p> <p>Immediate intervention in case of incident and failure at the customer.</p> <p>Monitoring process-related measures at the supplier in case of customer complaints . (national and international)</p> <p>Resident engineering / local contact person.</p>	<p>Introduction in customer philosophy and expectations (KVP).</p> <p>Detecting contact persons and establishing human relations (Organizing and managing meetings).</p> <p>Survey of complaints with fair and adequate handling on the spot at the customer.</p> <p>Active assistance in case of incidents.</p> <p>Support in planing corrective measures and their results.</p> <p>Integration in FMEA (QTS, 8D-Report, action plan).</p>

Overall goals:

- Highly improved communication and understanding in both directions. Short distances and fast communication.
- Short reaction times with simultaneous failure analysis and correctives.
- Satisfaction on both sides due to optimized added value.

Conclusion:

We are speaking the language of both, engineers and designers. We incorporate our experience of 20 years of international practice in different fields.

By limiting our invest to operating equipment and by abstaining from every kind of production, acquisition and stock holding the own risk is low which keeps down the budget of the supplier.

Our long-term strategy is to integrate within the customers structures and to work as an highly efficient organ.

We are expanding our network continuously by using relations between different departments, thus expanding also our excellence and efficiency.