

Improving quality

and operational efficiency

A global automotive client needed skilled, quality inspection talent on a highly-variable schedule to inspect automotive parts prior to assembly. With the implementation of a fully-managed workforce solution, KellyOCG® established a parts quality inspection program, which improved quality reporting timeliness and operational efficiency.

THE CHALLENGE

The company experienced inconsistent quality and inefficient reporting of part quality issues prior to entering the assembly process, primarily due to inconsistent supplier on-site management and reliance on individual suppliers for the inspection process.

THE SOLUTION

- Agile, just-in-time talent acquisition solution that performs recruiting, screening, training, and on-boarding of QA candidates and provides full program tools.
- Project-based support to deliver a consistent and efficient parts quality inspection program.
- On-site KellyOCG program team eliminates the need for supplier presence.

THE RESULT

Acting as an extension of the company's quality containment team, KellyOCG scaled QA team capacity to meet variable demand, resulting in lower internal fixed costs. In addition, KellyOCG implemented a fully-managed quality inspection program for the company's 300+ parts suppliers, which improved containment results, reporting detail, and speed to accurately drive performance and business decisions. Quality report timing increased by over 75%, allowing suppliers to correct quality issues prior to parts entering production and, with just-in-time on-site support, the company's PPM exposure was significantly lowered.

94% DELIVERY RATE RESULTING IN DECREASED OVERTIME

Top areas of improvement reported by program end users:

- 1** Work stoppage reduction
- 2** QA inspection and reporting time
- 3** Cost savings in OT reduction
- 4** Improved supplier quality scorecard rates

KellyOCG Account Team Responsiveness:



Overall Value of the KellyOCG Program:



About KellyOCG

KellyOCG® is the Outsourcing and Consulting Group of workforce solutions provider Kelly Services, Inc. KellyOCG is a global leader in innovative talent management solutions. Visit kellyocg.com to learn more.