

Business case

Implementing a Quality Improvement Plan for Finished Products, in Collaboration with the Customer

PRACTICE

Operations

SECTOR

Services

DURATION OF THE MISSION

3 months



Our client, expert holograms manufacturer, wants to implement a quality improvement plan for finished products.

KEPLER offers a quality diagnosis on the field and a roadmap to meet the expectations of the customers.

Context

- Company acquired by a French identity and security group
- Strong will of the group to improve customer quality
- Need to improve the customers quality of the company as part of a contract aimed at doubling their turnover
- Quality teams understaffed for several months
- Quality incidents encountered with the main client in recent years

Objective(s)

Meeting Customers

Expectations

- Implementing a practical quality improvement action plan
- Restoring an operational client-supplier relationship beyond the commercial relationship

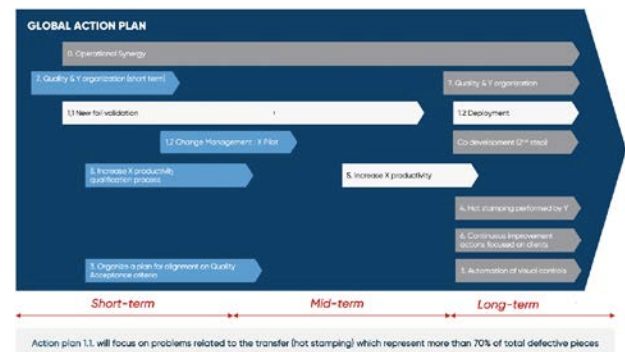
Methodology

- 1 **Analyzing existing non-quality resolution tools**
- 2 **Analyzing external quality data** (customer complaints) **and internal quality data** (non-quality production, their causes)
- 3 **Identifying non-quality root causes**
- 4 **Facilitating customer interviews** to collect their needs in terms of process and quality level
- 5 **Planning internal workshops** (company) **and external workshops** (clients) to identify quality improvement actions
- 6 **Prioritizing actions, formalizing the quality improvement plan** and validating the deployment schedule

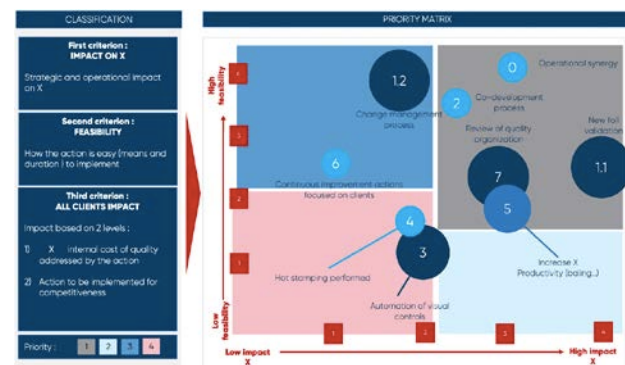
Levers and Tools

- **Quality audit**
- **Interviews**
- **Machines / workshops observations** (including final clients)
- **AMDEC, 5M, 8D**

Timing and prioritization of actions



Prioritization matrix



90% of the root causes identified are **covered** thanks to the customer quality improvement plan implemented



Formalization of the **operational deployment planning**



Formalizing the action plan with client alignment on roles and responsibilities



Re-implementing operational client-supplier routines (off trade

“In an international context, the approach presented by KEPLER and supported by the supplier, has enabled to reconnect the company to its customers. This was possible by aligning with quality criteria and refining the co-development plan for new products.”

Edouard ALQUIÉ

Director, Operations Practice Leader

Our Offices



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