



## CASE STUDY & INSIGHTS FROM OUR WORK

### Driving Quality Consistency in Contract Manufacturing

Progility played a pivotal role in helping India's largest Steel Tube manufacturer to achieve consistency in processes for their 3rd party manufacturing sites. Achieving Consistency in Quality is a key challenge in many 3rd Party Manufacturing environments. In order to achieve consistency many compliances & processes were stipulated but lacked a clear linkage to the failure patterns.

#### Key Challenges Identified



Lack of clarity on which norms and standards to be followed-BIS norms or contracting company norms



Inadequate mapping & common understanding of Quality Infrastructure requirements- labs, testing equipments, probes etc



Lack of clear mapping between quality failures, their FMEA and control systems laid out

#### How we helped



Instituted a digitally enabled **Red Line Audit System** to align CTQ parameters with BIS & OEM requirements; based on Risk Priority Number



Rapid action plans & Norms on **quality infrastructure upgrade**, upkeep, and calibration of defect-capturing devices and equipment and quality measurement tools



Implemented digitally enabled Rejection Monitoring Systems for accuracy and visibility across third parties



Simplified Quality & Scrap Codification in SAP systems to avoid mix up and full visibility



Our Impact

**20-25%**

Reduction in Quality Non-Conformances

Intangible -

- Improved Accuracy of Overall Quality Reports
- Enhanced Transparency in Rejection Data Monitoring
- Improved governance and control of quality management systems
- Digitally connected quality systems for internal benchmarking and policy enforcement