

# CASE STUDY



Automotive Tier 1 Supplier to reassure stable deliveries to OEM customer and dramatically improve OEE and quality performance

## 1. Company Background:

- A Czech automotive parts manufacturer with ~500 employees
- Faced issues with part deliveries threatening customer relationships

## 2. Initial Challenges:

- Lack of inter-departmental communication
- No performance metrics (KPI)
- Irregular attendance and poor task delegation

## 3. Implemented Solutions:

- **Enhancing Communication and Coordination:**
  - Introduced regular meetings with representatives from all departments
- **Performance Measurement and Analysis:**
  - Quality control regularly evaluated defective products and their causes
  - Monitoring of downtimes and data analysis to identify main problem root causes
- **Improvement Teams:**
  - Formed teams to reduce defects and downtime

## 4. Results Achieved:

- Overall Equipment Effectiveness (OEE) **increased by 38%**
- Defect rate **reduced by 63%**
- Improved cooperation among departments
- Increased managers' time on strategic projects

*The project led to significant improvements in processes, quality, and internal communication, resulting in stable deliveries and customer satisfaction.*