

Element 5.29 Buy	Root cause analysis
<b>Element Owner:</b> Production Operations, Customer Support	
<b>Element Definition</b> On-quality and on-time delivery of product must be maintained at or above the level desired by the customer throughout the life of the program. To ensure customers' delivery requirements are maintained, Quality and delivery performance and capacity should be monitored and analyzed regularly. Actions should be taken to remediate quality and delivery issues before they arise. When they arise, the supplier should take any suitable action to contain issue at the customer and within its premises. Further on, when the problem is contained, the supplier has to identify its true root cause to correct it and the preventative action that will prevent this problem to happen again within or outside the environment of the first occurrence. All this has to be formalized into the proper Practical Problem Solving (PPS) template. The supplier shall seek for preventing problem to occur and build a continuous improvement plan. For this, in addition to process variation (quality) control it is expected that the supplier monitors its capacity (quantity). The capacity analysis should demonstrate the ability of the producer to meet the demand profile of the customer over the foreseeable time horizon. Changes in the demand profile should be identified and addressed as soon as they are communicated from the customer. The result of the gap analysis and associated actions should be presented into a Capacity Contingency Plan.	
<b>Deliverables:</b> PPS for any issue Capacity Contingency Plan Continuous improvement plan	
<b>Necessary Inputs:</b> Quality metrics Process variability Delivery metrics Cycle time at each step of the process including set-up time Yield at each step of the process Forecasted demand for all parts that go thru the particular steps of the process	<b>Source of Inputs:</b> Quality Manufacturing, Quality, Sales/Customer Manufacturing, Quality, Sales/Customer  Manufacturing Quality Sales/Customer
<b>Resources:</b> Quality, Production Operations, Customer Support, Manufacturing, Sales and Marketing & Customer	
<b>Methodology:</b> <ul style="list-style-type: none"> <li>• Collect on-quality, and on-time issues</li> <li>• Provide to customer containment action</li> <li>• Identify root cause</li> <li>• Provide corrective and preventative actions</li> <li>• Feedback on control plan and on product and process definition</li> <li>• Monitor process variation vs customer targets and build improvement plan</li> <li>• Monitor on-time performance vs customer target and build improvement plan</li> <li>• Monitor capacity vs customer demand and build Capacity and Contingency Plan</li> </ul>	