

# QUALITY CONTROL

Examples of services



## PRODUCTION RECALL

- **Context :** a car manufacturer had to replace faulty door locks on 3500 vehicles that had already been assembled. The vehicles were spread over seven European countries in plant parking lots and the distribution network. The operation required a player with international scope - TRIGO was seen as the ideal partner and a guarantee for success.
- **Result :** more than 60 inspectors and managers were deployed throughout the seven countries. The operation was successfully concluded in less than 10 days. Thanks to TRIGO's responsiveness and professionalism, the customer was quickly able to release the 3500 vehicles for immediate sale.

## QUALITY FIREWALL

- **Context :** a supplier of turbine blades, a complex and critical jet engine component, was unable to achieve a sustained level of quality of its deliveries, which were consistently over an average non-compliance rate of 75,000 ppm. With TRIGO's experience in aeronautics, a multi-criterion quality firewall offered immediate operational results.
- **Result :** in just three days, TRIGO installed a dedicated, fully equipped zone directly at the supplier's plant, with 20 inspectors and managers, along with the relevant tools and means of communication. Following a short training period, the quality of the shipments stabilized at a rate acceptable to the customer - 45 ppm for non-critical defects. A massive 99.94% drop in non-conforming parts.

## MATERIAL RECEIPT CONTROL

- **Context :** a railway equipment manufacturer wanted to verify the quality of its foundry suppliers by checking the compliance of delivered products against specifications. It called upon TRIGO and its extensive technical skills to set up an outsourced material control cell.
- **Result :** TRIGO provided a personalised solution with a team of an NDT inspector, a metrologist and a quality technician. They set up the necessary equipment (3D measurement arms, comparators, callipers, roughness tester, etc.) and then developed and implemented appropriate methods (sampling plans, procedures, computer facilities, etc.). The customer could then monitor the quality of received goods and handle any discrepancies.

## SERVICES RELATED TO QUALITY CONTROL (LOGISTICS, PACKAGING, PRE-ASSEMBLY, ETC.)

- **Context :** to avoid organizational costs and problems, a car manufacturer wanted to outsource all logistics related to sorting and rework operations at its production site. Since there was little space available, an innovative solution had to be found.
- **Result :** the TRIGO team, already present on the site, worked with the customer to find an optimum logistical solution. TRIGO proposed a modular structure of about 1000 m<sup>2</sup> with dedicated Quality Control equipment, along with a fleet of 6 forklifts and 8 Charlotte tractors. Thanks to this outsourcing, the customer achieved considerable logistics savings and also made a substantial gain in responsiveness and flexibility – and as a result, competitiveness.



AUTOMOTIVE

RAILWAY

AERONAUTICS

CONSUMER GOODS

ELECTRONICS

LUXURY GOODS