

TRAINING

Examples of services



SPECIFIC SUPPLIER TRAINING

■ **Context :** during a Control Shipping Level 2 mission, it seemed that the quality level of an aeronautics supplier was not improving. An analysis of the situation showed two reasons for the supplier's difficulties in achieving the desired quality level :

- The requirements and drawings had not been correctly interpreted.
- The operators were not trained to work on 3D measuring machines.

The measurements taken were flawed, thus generating reports that could not be used. To resolve this situation, TRIGO was asked to devise a customised solution to resolve the problem.

■ **Result :** a specific training course was proposed, focused on understanding drawings and customer quality requirements. This course was designed for 8 technicians. After 10 weeks of delivering non-compliant parts and following the training session, the supplier was able to deliver compliant parts and begin working with equipment and procedures that met the customer's specifications. Moreover, at the end of this training assignment, three operators, both AUKOM level 1 and 2 , had been trained and accredited, ensuring stable quality in deliveries over the long term.

SUPPLIER SUPPORT & TRAINING IN THE PROJECT PHASE

■ **Context :** a car manufacturer wanted to ensure the quality of new suppliers, especially since they were equipping a new vehicle. As its "Project Quality" teams were already working at full capacity, the manufacturer was looking for a service provider to take over training suppliers in their culture and the definitions of the quality project. The suppliers had to learn to act proactively, especially before and during the initial sampling phase. To meet this strategic demand, TRIGO provided the necessary resources within the required timeframe and geographic parameters.

■ **Result :** TRIGO provided a dual service :

- Training the suppliers to meet internal quality management standards in the project phase : to respect joint obligations and commitments as well as to become familiar with the milestones and the standards;
- Providing engineers to coach the supplier through the project phase, from generating the quality plan to pre-series deliveries, including a capability study and the inspection plan.

In all, TRIGO deployed six engineers and eight instructors for more than six months, mainly in Central Europe and Asia. All the suppliers proved to be effective in pre-series delivery; the quality culture was successfully conveyed to the suppliers.



AUTOMOTIVE



RAILWAY



AERONAUTICS



CONSUMER GOODS



ELECTRONICS



LUXURY GOODS