

TransAxle Is Driving A Culture Of Built In Quality



TransAxle's emphasis on quality has always used the most effective elements of Lean Manufacturing. 5S, Kaizen events and Kanban are just a few examples. Our most recent addition to our Lean tool box has been the addition of **Built In Quality—BIQ** for short

BIQ drives home best in class quality by being proactive rather than reactive. The basic principle of **BIQ** is to stop the flow of defects as close to their source as possible; with no defects leaving the production environment. This is accomplished via use of "gates" and visually driven checklists at critical areas of the remanufacturing processes. Resources are then deployed to eliminate the cause of the defect using proven lean technologies. Early benefits to the roll out of **BIQ** in our remanufacturing facilities has been a reduction in warranty claims, improved efficiency as a result of reduced rework and improved working conditions for our technicians.

BIQ In 8 Steps

1. Stop the defect
2. Get a detailed description of the defect
3. Pareto the defects to target the most problematic
4. Share defect detail with the offender
5. Conduct RCCA (Root Cause Corrective Action)
6. Drive feedback to all technicians
7. Drive RCCA into standard work documents
8. Repeat the process



The BIQ Process

BIQ Checklists

- Details of key components require a Pass or Fail
- "Fails" are returned to the offender for immediate correction

Differential Case



- 1) Ensure all external fasteners are cross checked
- 2) Check for (1) quality control mark



PASS
FAIL

Gear Set


- 1) Ensure casting and ring gear are paint free
- 2) Ensure gasket surface is paint free



PASS
FAIL

Metal Tag

- 1) Check for proper metal tag placement and adherence
- 2) Verify serial and model numbers on metal tag match the serial number and model number on the production order

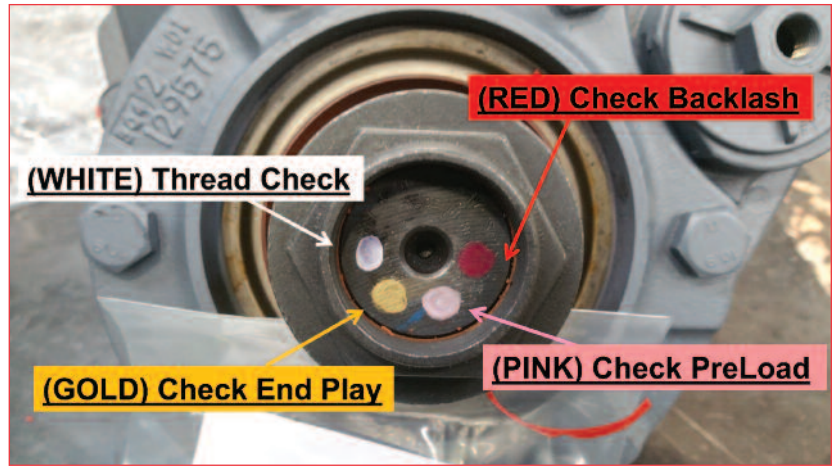


PASS
FAIL



Process relies on IPV (In Process Validation)

- A technician's "thumbs up" to indicate the processes were completed accurately



M,F,N	OFFENDING AREA	JOB #	MODEL #	PROBLEM DESCRIPTION	REWORK TIME	DATE
F	SHIPPING	73777	RTLO18913APH	UNIT MISSING TRANSFER ORDER PAPERWORK	10	2-28
M	CINNAMINSON	74237	FR016210CP	UNIT NOT SHRINKWRAPPED PROPERLY	15	2-28
N	SHIPPING	79999	DS404	DIFFERENTIAL HAS NO CLEAR COAT APPLIED	10	3-01

Whiteboard Documentation

- "Live Feed" concept
- Open communication
- Guarantees documentation to improve standard work

Stopping The Flow Of Defects Guarantees Customer Satisfaction

Call Your Local Remanufacturing Professional Or Visit Our Website At TransAxle.com

BRANCH LOCATIONS

CONNECTICUT

Hartford: 866-901-7312

GEORGIA

Atlanta: 855-889-6150

MAINE

South Portland: 800-482-9632
Bangor: 800-890-4327

MARYLAND

Baltimore: 800-336-3010
Easton: 800-638-1109

MASSACHUSETTS

Boston: 888-460-1122

MINNESOTA

Production Facility/Warehouse
St. Paul

NORTH CAROLINA

Charlotte: 888-395-8533
Raleigh: 866-662-4900

NEW YORK

Newburgh: 877-561-1500

OHIO

Cleveland: 888-259-8583

NEW JERSEY

Corporate Headquarters

Cinnaminson: 800-257-0444

South Hackensack: 800-345-1911

Production Facility/Warehouse
Pennsauken

PENNSYLVANIA

Allentown: 800-255-8899
King of Prussia: 800-292-0501
Harrisburg: 800-874-0083
Pittsburgh: 800-452-1502
Williamsport: 855-205-4746

SOUTH CAROLINA

Greenville: 866-512-0015

TENNESSEE

Knoxville: 877-540-4041

VIRGINIA

Springfield: 800-269-4700
Richmond: 866-233-1075

TransAxle.com

TransAxle
National Capabilities. Delivered Locally.