



SCANIA

Handled by
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Date
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Your date

Our reference
Anders Williamsson
Your reference

Deviation costs for 0 km parts

One key success factor for Scania has been to continuously challenge ourselves to improve quality and reduce efficiency losses within our operations. As a supplier you are an important player in the supply chain and we expect 100% correct parts from your operation to fulfil our commitment to our customers. Non-conforming parts or deliveries affects the processes of Scania and our customers to a great extent and cause a lot of waste in our processes.

The best way to improve is to start by visualizing the waste in the process. Scania has therefore started to log the cost associated with correcting deviations (e.g. sorting), or cost caused by deviations (e.g. line stop). The aim is to create a better understanding of the full effect of a deviation and by that get an even better focus on quality improvements

The deviation handling system (eQuality) is about to be updated with an additional feature to allow for logging of the cost of deviation. The intention is to use this information as a new KPI in addition to the KPI:s already used today. The KPI will be added to supplier base evaluations.

If there are any reimbursement claims they will be communicated in eQuality after the root cause has been determined. The intention is to keep the entire dialogue in the tool. There will be an additional role in the system where the supplier can add a new contact in case the deviation handling role and reimbursement roles are separate at the supplier.

More detailed information will follow when the eQuality system is ready for launch.

Best regards

Anders Williamsson
Executive Vice President, Purchasing