

On-Demand Back-Up Support

Situation:

A first tier supplier of automotive transmissions is utilizing a fully automated manufacturing cell, which includes a precision grinding machine, to completely machine output and input shafts. The grinding machine has random, unexpected mechanical failures that lead to stoppages of the cell and the subsequent shut down of the product assembly process. The stoppages result in delayed shipments to the vehicle assembly plant along with the incurred costs related to idled production personnel at both facilities.

IPG Solution:

This company needed a partner with the capabilities, not to mention the commitment, to develop a plan to provide them with production during equipment failures. IPG delivered an **On-Demand Back-up Support** solution, which utilizes our Process Engineering and Precision Grinding Capabilities, along with a comprehensive process execution plan.

How We Do It:

Our team begins by developing a full understanding of our customer's situation by considering how each stoppage affects the supply chain. We partner with our customer's engineering team to understand the part specifications and capture the current manufacturing process controls and parameters so that IPG can achieve accurate duplication. We develop a response team formed to react, coordinate, and communicate during an On-Demand event.

Benefits:

The IPG On-demand Back-up Support solution provides our customer with:

- A reliable, On-demand Back-up Support source, as insurance for in-house equipment failures.
- Immediate production that allows uninterrupted supply to their assembly process.
- Uninterrupted, on-time shipments to the final assembly plant.
- Maintained predictability of product and plant costs.

