JCI PS SUPPLIER QUALITY MODEL 7.0

- INTRODUCTION
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- SQA MODEL
  - Background
  - Objectives and Benefits
  - Quality Tools
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The propose of this material is introduce a Supplier Quality Model (SQM) as a standard and systematic-operative model in JCI Power Solution that support the JCI PS’ QA Vision and the Ten Year Marker.

This model is based in OEM tools and the JCI PS Quality Model.

The SQM will be propone to implement among all regions as a SQM global in order to have a standard and systematic structure to follow up the Supplier issues.

In the following slides, the model will be explained and discussed.
BACKGROUND: General Comments.

- One of the objectives for JCI PS SQ is the standardization of the procedures and practices among regions (SNR vs CAR system, procedures, 8D, supplier follow up, etc.) to improve the global integration.

- Necessity of development plan for the suppliers (next generation for our current quality tools).

- Suppliers get the benefits to have a robust-proactive system which reduce their quality issues.

- The proposed quality model meets the OEM requirements (GM, FORD, VW).
SQA MODEL

✓ Objectives and Benefits
✓ Supplier Quality Model & Ten Year Marker
✓ Quality Tools
SUPPLIER QUALITY MODEL 7.0: Objectives and Benefits.

OBJECTIVES:
1. Integrate basic standard quality tools used by OEM customers and JCI plants applied to suppliers.
2. SQM aligned with Ten Year Marker and the QA vision:
   1. Focus in OEM (integrate OEM requirements).
   2. Supplier Tier-2 alignment.
   3. Preventive culture.
   4. Emphasis on customer response.
3. The SQM supports Total Confidence of our Customers through a change in Quality Culture through Reducing customer complains, PPM’s, risk in quality and supply chain.

BENEFITS:
1. Standard and Systematic model to solve quality issues - Proactive focus in SQ issues.
2. Supports continual improvement as expected by TS16949 – Automotive industry.
3. Based in OEM requirements (robust tools).
4. Emphasis on customer response (internal and external).
5. PPMs reduction, customer claims (internal and external), internal-external rejects (including scrap), customer satisfaction improvement and improve the Quality System are some results.
6. Support the JCI Ten Year Marker through Customer Satisfaction, Continuous improvement and Quality.
7. No investment required.
SUPPLIER QUALITY MODEL 7.0: Quality Tools.

The model is integrated by the next tools:

1. RPN Reduction (PFMEA)/ Risk Analysis.
3. Quick Response.
4. Error Proofing audit.
5. Lesson Learned Management.
6. Supplier Portal and GSS.
7. Integrated 8D (SQ).

Supplier should apply this model in:
- Customer Complains
- Internal Rejects.
- Findings in internal audits (Process-Product-System).
- Internal Issues and key characteristic deviations
SUPPLIER QUALITY MODEL 7.0: General Tools Description.

Layer Process Audits (LPA).
Purpose:
To provide a system that will:
• Check compliance of documented processes
• Implant discipline.
• Improve communication
• Improve quality in general

Quick Response.
Purpose:
• Immediately identify and submit External / Internal complaints or quality failures.
• Define the process to be followed.
• Define the method for deploying important information.
• Maintain discipline in order to respond to problems.
• Systematic scope.

Reduce RPN (PFMEA-Risk Reduction).
Purpose:
• Reduce the risk of potential quality failures in all production processes.
• Risk Analysis: Apply the risk analysis sheet to reduce the effects of any risk.

Check Error proofing.
Purpose:
• Assure that “error proofing” devices used in product manufacture and assembly are working properly.

Lessons learned.
Purpose:
• Establish a process to capture information that will support capture continuous improvement in all operations or in the process.
• Prevent the repeating of errors by allowing the organization to capitalize on its successes.

Supplier Portal - GSS.
Purpose:
• Integrate the communication between JCI and Supplier among all the regions.
• Provide a standard platform to measure the performance to evaluate the improvements.

SQ 8D.
Purpose:
• Integrate the BBP of the OEM 8D to guide the suppliers into a deep analysis, containment and corrective actions.
Two Approaches: Reactive and Proactive

**REACTIVE**
Quality Failure Reported by JCI
- Quick Response
- Quality Alert
- Containment/Break point
  - JCI PS 4D Report
- Root Cause Analysis
  - JCI PS 8D report
- Corrective Action Validation
- Layered Process Audit
- Error Proofing
- Corrective actions implementation
- PFMEA – Control Plan Update
- Lesson Learned

**PROACTIVE**
Reducing the risk of a potential quality failure
- Reverse PFMEA Process
- Quality Alert (Potential Risk)
- Containment/Break point (Potential Risk)
- Root Cause Analysis (Potential Risk)
- Corrective Action Validation
- Layered Process Audit
- Error Proofing
- Corrective actions implementation
- PFMEA – Control Plan Update
- Lesson Learned
SUPPLIER QUALITY MODEL 7.0: Benefits (Reference).

Reference from a JCI Plant
(Full implementation of JCI PS Quality Model)

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Supplier Quality Model 7.0 & JCI Ten Year Marker

Quality
We will distinguish ourselves with our customers through the exceptional quality of our products and services. Our focus on quality will encompass all our processes and we will continually strengthen our performance through the evolution of systems, standards and tools. The commitment of every employee to excellence will ensure our industry leadership, customer loyalty and profitable growth.

Customer Satisfaction
We will be known for customer satisfaction. Our leaders will be customer advocates and have strong market and customer knowledge. We will define our success by market share and market leadership. We will be proactive, hard-driving and competitive.

Continuous Improvement
We will be recognized for our ability to constantly improve our processes, products, services and solutions. Continuous improvement will be directly linked to our strategies and be embedded in how we conduct business and perform our daily work. We will achieve improvements in the cost, quality, service and speed of our offerings in order to exceed the expectations of our customers.

Evolution of the Systems, Standards and tools ...

Be proactive, hard-driving and competitive ...

Improvements in the cost, quality, service and speed ...
Next Steps

1. JCI Supplier Quality to send the self-assessment to be evaluated by vendor.
2. JCI Supplier Quality to send the SQM material in advance (prior first visit), in order to have already discussions and questions from the supplier.
3. Supplier timeline implementation and how to monitor, to be described and compromised during first visit.
4. Periodic meetings with vendor to monitor the implementation.
5. SNRs has to follow the SQ Model in order to be accepted by JCI.
6. Vendor audit to be scheduled prior Aug. 1st. 100% of the tools has to be implemented.
COMMENTS/ QUESTIONS

COMMITMENTS AND CONCLUSIONS

THANK YOU !!!