



# NNS Supplier Quality: Technical Supplier Development Workshop

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## Background

In 2009, the Supplier Quality department at Newport News Shipbuilding (NNS) sought a more proactive approach in seeking improvement within the supplier community. To supplement the traditional surveillance responsibilities required by our customer, a method of developing suppliers utilizing a teaming strategy was adopted. This method, identified as a Technical Supplier Development Workshop, seeks to establish a collaborative relationship between NNS and the supplier, with the ultimate goal of measureable quality improvements.

The Technical Supplier Development Workshop is an interactive and collaborative activity that is conducted at the supplier's location. The process starts by identifying and clarifying all of the contractual and regulatory requirements that a supplier has committed to implement. Then the team graphically depicts the existing Quality Operating System and manufacturing process utilized to produce the target product or service. The goal is to identify how, when and where, the requirements are fulfilled so that complete compliance is assured at the very beginning of the process.

- It is a deep dive activity seeking to *identify* real, or potential weaknesses within the supplier's system
- Every weakness is explored to seek actionable solutions that will strengthen the system
- The activity is tailored to the specific needs and circumstances of the supplier

## Benefits

The product of a successful workshop is a detailed plan that is jointly owned and managed by the supplier and by NNS Supplier Quality. The action plan is used to lead the team along a pathway that seeks cost-effective and timely delivery of material, equipment or services that is compliant and conforming.

## Process Overview

The workshop is conducted in four steps and is bounded so that it can be accomplished in two to three days:

- The team will map the supplier's value stream associated with the target product or service, starting at the point of shipment and continuing upstream. As the map evolves, we identify the points at which the agreed upon requirements are fulfilled. Most importantly, impediments to the success of the outcome are identified for opportunity.
- We perform a detailed analysis of the impediments identified.
- The team defines, and agrees to, specific actions that will permanently remove those impediments. A date for completion of each action is established. A member of the team is assigned the responsibility for the action.
- The team then commits to subsequent interactions (typically using teleconferencing) to report the status of each action identified on the plan.

### ***Who is needed from your organization?***

- Key members of the Quality Operating System, such as the Production Manager, Quality Manager, Contracts, and Purchasing Manager need to be committed for two days. Subject matter experts will be identified and brought in as those areas of interest are discussed.

### ***Who will be there from NNS?***

- Facilitators from Supplier Quality Engineering, and the cognizant Sourcing representative, when possible.

### **Post Workshop:**

- The Supplier and HII-NNS will work to the action plan.
- The Supplier Quality Engineer (SQE) will oversee the progress, establishing follow-up and methods of communication

### **Types of Workshops:**

- Overall Quality System
- Level 1 Program Compliance
- Tech Pub Welding/NDT compliance
- Process Specific, i.e. Contract Review, Inspection, Purchasing, etc.