

Delaware Manufacturing Extension Partnership (188) View Success Story

Success Story

CIMS ID:	1783
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Client Information

CIMS Client ID:	45775
Client Name:	J.L Automotive LLC
Client ID:	KCCP1397
CIMS Project/Event ID:	96257
Project Name:	QMS ISO/TS 16949:2002
Project/Event ID:	KCER1398
Has the client provided approval to use this information in a Success Story?:	Yes

Success Story

Reporting Period:	2006-1
Success Story Title:	CL Automotive, LLC (Formerly JL Automotive LLC) Quality Management Systems

Company Profile

- CL Automotive, LLC. (CLA) is located in the Pencader Corporate Center in Newark Delaware and began operations in January of 2003
• Assemble Dodge Durango and Chrysler Aspen headliners to support DaimlerChrysler (DCX)'s Newark, Delaware plant
• Sequence and supply Lear manufactured seats for Saturn Sky and Pontiac Soltice to the General Motors Wilmington, DE plant.
• Sequence of mirrors and wire harnesses for the Dodge Durango and Chrysler Aspen to the Daimler Chrysler (DCX)'s Newark, Delaware plant.
• Service provider for automotive OEM's and Tier 1 Supplier's offering high quality and trouble-free delivery
• C.L. Automotive, LLC. is a joint venture owned by Lear Corporation and Comer Holding LLC. with 70 employees
• Certified "Minority Business Enterprise" by the Michigan minority Business Development
• Member of the Delaware Automotive Cluster Alliance (DACA) which is sponsored by the Delaware Economic Development Office (DEDO). The DACA is committed to promoting and enhancing an economically viable, growth-oriented and government supportive environment that fosters activities, institutions, and businesses, both new and existing, related to the automotive industry in the State of Delaware. In support of its mission, the principal goals of the DACA are:
Growth / Marketing
Networking / Collaboration
Reforms / Enhancements in the Business Environment

Situation

- Customer, DCX, required them to be registered ISO/TS 16949:2002 in order to remain a supplier
- GM and DCX required CLA as a sequence provider to have an ISO 9001:2000 registration, which CLA also received in this process
- Design, document and implement their Quality Management System (QMS) and lay the foundation for a continuous improvement culture in a way that incorporated the current excellent business practices of CLA employees
- Strategically prepare for domestic and global competitiveness improving market share
- Improve quality of their products and services
- Increase bottom line performance
- Streamline operating costs
- Increase employee and customer satisfaction

● Lean Manufacturing Techniques

Solution

- DEMEP provided the resource assistance and training to design, document and implement a quality management system that complies with ISO/TS 16949:2002 requirements that focuses on improved business results and flexibility.
- The QMS was designed to reduce costs; increase productivity and increase employee and customer satisfaction, while allowing for employee creativity and flexibility. The project began in Sept. 2004 and ended in Jan. 2006.
- DEMEP provided CL Automotive, LLC. with project management and administrative assistance, along with partnering them with the Delaware Economic Development Office for financial assistance to reduce the costs of the Quality Management System implementation. This was accomplished by utilizing Delaware Economic Development Office workforce development blue-collar training grant funds to reduce the company's cost to only a small percentage of the overall project costs by utilizing these training grant funds through the state of Delaware.
- DEMEP also provided the training recommendation for the services necessary to meet their goals and objectives by partnering with Quality Performances Services, Inc., Kit Eisel, who worked with them to design, develop and implement their quality management system. Additionally, subject matter experts and auditors were provided to assist during implementation. This included Larry Bissell, who works exclusively in the automotive industry, primarily for the International Automotive Oversight Bureau (IAOB) and Tom Turnbull, who is a full-time assessor of registrars for the ANSI-ASQ National Accreditation Board LLC (ANAB).
- CLA's completed QMS includes and incorporates:
 - o a robust internal auditing processes that include layered process audits
 - o corrective and preventive action systems that are based on a problem solving methodology
 - o Lear designed error proofing techniques
 - o results based management reviews of performance metrics
 - o visual approach to training and communication
 - o calibration and maintenance systems focused on prevention of errors, breakdowns or problems
 - o Management commitment to excellence
 - o six sigma methodology

Results

- CL Automotive was registered to ISO/TS 16949:2002 and ISO 9001:2000 in March of 2006, becoming one of the few manufacturers in Delaware to reach certification
- In-house reworks reduced from 2% to less than 1%
- Reduced incoming quality inspection nonconformities by 90 % by establishing a system to provide suppliers with specification requirements for each purchase order received by them
- Employees training level raised to provide more independence in decision making, cross training, flexible work environment and more depth as an organization with the employees job skills, training and expertise
- Management is able to schedule and manage work easier, due to documentation and procedures to standardize work and find quality issues sooner in the process
- Management has new confidence with customer visits and audits, due to their quality management system implementation.
- Established a tracking and performance metrics for deliveries for both themselves and suppliers as well, and supplier quality performance

Name of Person Providing Testimonial: Gary Kuehn

Title of Person Providing Testimonial: Quality Manager, CL Automotive

Testimonial

Testimonial "We have had a very positive experience working with the DEMEP. Their staff's manufacturing and quality background made the assessing and implementation of our ISO 9001:2000, and ISO/TS 16949:2002 a very smooth process. Both registrations have provided significant internal organizational changes and cost savings that have directly affected our company's bottom line profitability. We look forward to calling upon them in the future to assist us again."

Record History

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