A contract manufacturer was tapped by a telecommunications provider to lead its Columbus manufacturing operation. As the third largest electronics manufacturing services company in the world, this company was well-positioned to assume responsibility for the Columbus plant’s production.

The contract manufacturer’s primary focus at the facility was systems assembly, specifically the handling of complete wireless mobility systems built to customer order. To best meet the plant’s operational challenges it needed a partner to address business functions that fell beyond the reach of its core competencies as a contract manufacturer. As such, it turned to Spinnaker for improvements in the quality auditing and materials planning areas.

Months earlier, Spinnaker had been chosen by the same telecommunications provider to outsource some of its procurement-related activities and came highly recommended to contract manufacturer. Spinnaker offered a strategic solution that met the client’s performance needs and offered the ability to hire, train and integrate qualified personnel in a short timeframe. When the manufacturer assumed the responsibility for the Columbus operations, it recognized Spinnaker as the best solution for outsourced help.

This client immediately charged the Spinnaker team with creating a quality management program. Our team quickly impacted the client’s bottom line by establishing key processes to increase productivity and the quality of the end product. Among its first activities, the Spinnaker quality management team helped qualify the facility for ISO 9000 and ISO 14000 certification.

**HIGHLIGHTS**

- Impacted client’s bottom line by establishing key processes to increase productivity and the quality of the end product
- Executed the material planning function for the client
- Oversaw invoicing and order management for the plant’s inbound direct and indirect materials
- Reduced the resources required for material planning by over 35%
Spinnaker is a global leader in supply chain consulting and execution services. We deliver supply chain excellence with world-class people, processes, technology and operational know-how.

Founded in 2002, Spinnaker operates on two guiding principles – measure our success by our client’s accomplishments and treat every situation with honesty and integrity. It’s from these guiding principles that Spinnaker has been able to achieve tremendous growth.

Spinnaker has worked with entrepreneurial start-ups to Fortune 100 enterprises in industries such as Energy/Oil & Gas, Consumer Products & Retail, High Tech & Semiconductor, Industrial Manufacturing, Medical & Pharmaceutical, and Telecommunications. We combine our vast supply chain and business process knowledge with industry best practices to deliver solutions that drive tangible results for our clients.

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www.spinnakermgmt.com
US +1 877-476-0576
International: +1 720-457-5500
info@spinnakermgmt.com

Spinnaker also instituted an incoming material inspection process that would identify vendor errors or faulty materials before the client dedicated labor and effort into their handling—saving time and money by avoiding these labor-intensive tasks.

In addition to the quality management program, Spinnaker executed the material planning function for this client. In this role, our team oversaw invoicing and order management for the plant’s inbound direct and indirect materials.

RESULTS

Spinnaker brought a solution that offered a broad range of support services – delivering value through results;

- Rapid process analysis to establish a successful cost-saving quality program
- Implementation and training of highly qualified and knowledgeable personnel with no operational downtime
- Identification of cost savings opportunities in material planning, expediting and tracking
- Invoice management tools designed to reduce discrepancies and facilitate flow of purchase orders
- Generation, analysis and management of comprehensive reporting for all purchasing, logistics and materials management activities

In five months, the client grew the Spinnaker team responsible for quality auditing and compliance investigation from two employees to 14 due to the valuable role the group played in operations. “By providing strategic thinking to quality processes and planning, the Spinnaker team has brought immeasurable value to (us). We’re working just as hard as we always have, but with the help of the Spinnaker team, we are working smarter,” said the client quality manager.

The client saw positive results every day from the newly established processes. For example, on one day the new quality checks identified 136 incorrectly manufactured circuit boards before they were accepted for assembly. This catch alone saved tens of thousands of dollars in material and labor costs.

Spinnaker’s work in material planning has also been successful. Its 22-member material planning team performed the jobs that a team of 35 had done previously. “Not only are they providing cost savings through operational efficiencies, the Spinnaker team is highly productive in all roles,” explained the supply manager for the client. “The group brought a ‘can do’ attitude to material planning that didn’t exist before.”