



Elevating Supply Chains

Industry: Automotive

Situation:

A global manufacturing organisation faced recurring operational disruptions caused by unstable supplier performance across multiple international regions.

The situation increasingly impacted production stability and created significant pressure on operational teams.

Key impact included:

- Inconsistent delivery reliability
- Quality variation across suppliers
- Repeated firefighting activities
- Limited proactive supplier management

Existing escalation mechanisms remained largely reactive and focused heavily on KPI reporting rather than operational risk prevention.

Challenge:

Although supplier KPIs appeared acceptable at management level, the operational reality revealed substantial instability within the supply chain.

The organisation required:

- Operational transparency
- Clear prioritisation of critical supplier risks
- Strong cross-functional alignment
- Sustainable supplier engagement beyond reporting structures

Actions:

To achieve the objective of supplier performance stabilisation while reducing recurring disruptions affecting production operations, activities had been placed.

- Conducted operational supplier performance assessments across critical suppliers
- Identified key bottlenecks, escalation patterns, and systemic operational weaknesses
- Established a structured escalation, follow-up, and accountability approach
- Implemented targeted on-site supplier quality interventions
- Aligned supplier quality, supply chain, and operational priorities across functions
- Enhanced collaboration between suppliers and internal operational teams

Results:

Sustainable supplier performance is not achieved through KPI reporting alone — it requires operational partnership, transparency, and consistent engagement.

- ✓ Improved supplier delivery stability
- ✓ Reduced recurring operational disruptions
- ✓ Increased supply chain transparency
- ✓ Enhanced cross-functional collaboration
- ✓ Strengthened proactive supplier management capabilities