

# How a F1000 vehicle manufacturer used Tada to solve its material availability issues caused by demand upturn

## Background

A large division of a F1000 commercial vehicle manufacturer was having an unprecedented spike in demand, which was putting their suppliers at high stress for capacity and meeting commitments. Several of the suppliers supplying critical parts and assembly were missing commitments and the OEM factory was missing parts at point of use causing missed builds. A solution had to be developed and deployed very quickly to improve customer Commitments and impact on customer loyalty.

## Challenge

*Missed Point of use and customer commitments*

Due to the unprecedented spike in demand, suppliers of this OEM were having issues in meeting their commitments. Missing a customer commitment could have drastic repercussions including loss of good will, loyalty, sales and employee morale. Missing parts at the production line at the right time was a major cause for such issues. This was resulting in planners, buyers, suppliers having to make several communications internally and externally to get the required parts at the right time as well as to expedite parts at very high costs. The production schedule was also being changed several times daily. So, the OEM wanted to find a way to improve customer commitments by automating that process rather than having to involve many people in trying to expedite deliveries one at a time.

## Solution

*Avoid Missed point of use hits*

Tada created a digital DNA of the processes and then populated it with relevant data from various existing systems to create a digital duplicate of this process along with adding all of the suppliers. All of the suppliers were provided with their own portal to be able to add their information directly. The next step was to create various persona based applications so that various stakeholders such as **xxxx ?** got their own custom real time views. This resulted in the following benefits:

- Realtime, automated supplier collaboration
- Material availability tracking and reporting
- Issues and constraints management and visibility

## Executive Summary

After a spike in demand, a large division of a F1000 vehicle manufacturer was struggling with getting its suppliers to meet their commitments resulting in missed commitments. Tada deployed its software providing material availability app that became a single source of truth for the part needs based on daily, weekly and monthly schedules. This enables planners to focus on value added tasks and provide suppliers with the right quantity needs at the right time. This results in elimination of confusion from a suppliers' standpoint on what is needed from them at what dates and quantities, avoiding missed point of use and improving customer commitments.

“Material Availability App. is saving us at least 2 hours on a daily basis, because we don’t have to chase data from multiple sources.” - Factory material planner

“So I can stop spreadsheets now? Great!! We use Material Availability App. to schedule our factory production to make sure we produce what our final assembly plant truly needs.” - One Supplier

## Tada Benefits

- Collaborate and communicate part needs based on schedule
- Eliminate multiple sources of communication and confusion on execution demand
- Planners focus on value added tasks rather than chasing for answers

## Results/KPI

Once the new software was put into production in a matter of weeks, it helped a better automated communication between suppliers and the OEM and increased visibility for the OEM and their suppliers. Here were some specific improvement:

20-30%

Throughput Improvement

30-40%

Reduction in missed point of use

30-40%

Improvement in Customer Commit dates