

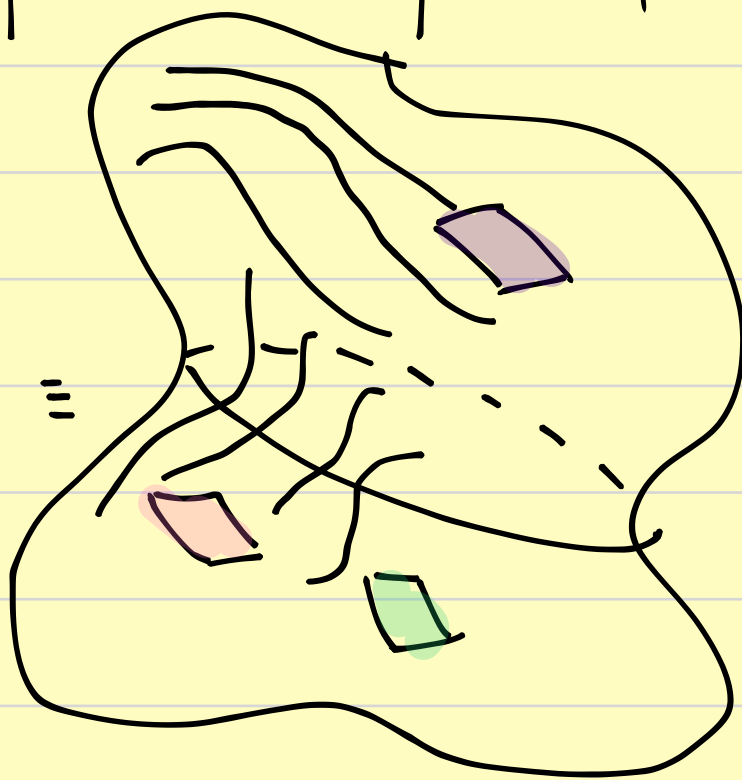
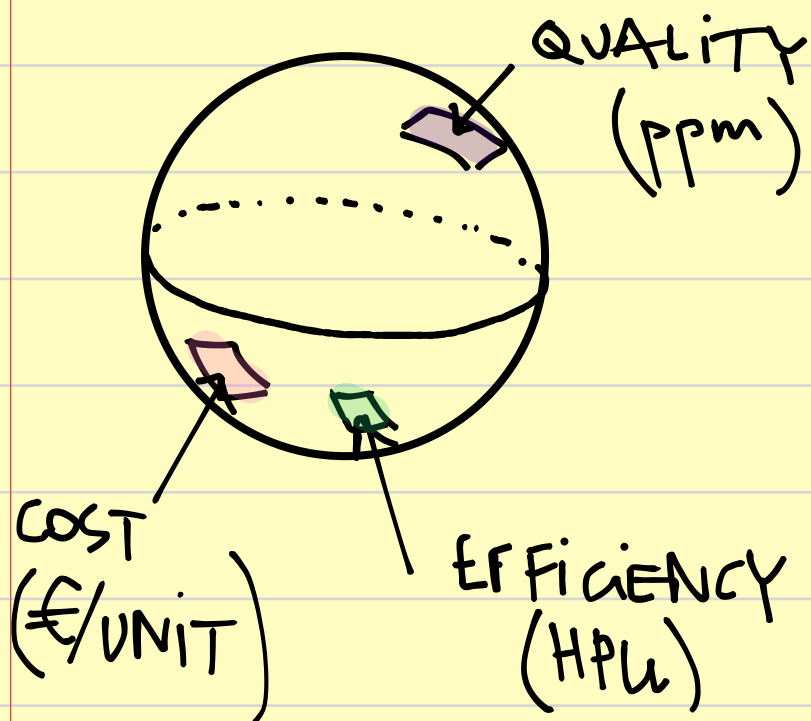
Supplier Audits

Im Idealfall, geht man **VOR ORT** um den IST-SOLL Prozessvergleich zu ermitteln.

$$\text{DESIRED STATE} - \text{CURRENT STATE} = \Delta$$

We (Supplier Manager) perform an Audit to measure the current state and compare it with a standard (desired state).

We aim to measure the current state of the process, however a process is a complex reality that can only be explained with multiple KPIs.



There is no way to explain the whole variability of the process with one KPI. The only way to know that we're good is

by looking at several KPIs. This allows us to explain a higher amount of variability related to the process.

An Audit is a qualitative approach to inspect the variability related to processes.

Example. Order & Cleanliness

1. Audit leader, \equiv Supplier Manager

2. COVER

Company	—	Date
Department	—	Begin
Workplace	—	End
Comments	—	

3. Instructions.

3.1. Who does the audit?

→ Must be performed by at least 2 auditors.
One should be from the outside of the process
A process owner should accompany the audit

→ PROCESS KNOWLEDGE . Process Owner
Audit " . Audit leader

3.2. When do we perform the audit?

- while the process is running.
- without previous notice.

3.3. Important aspects for team members

- An audit is a method to empower. It should generate trust.
- We audit processes, not people.
- You inform about the AUDIT questions upfront.
- Every audit member should be present all the time.
- We expect objective evaluation. Ask always „why“?

4. Questions . „5S“

① SEIRI . „sort“ . Sorting through all items in a location and remove all unnecessary from the workplace.

② SEITON . „set in order“ . put all necessary items in the optimal place for full filling their function.

③ SEISO ..cleaning" clean and inspect the workplace tools

④ SEIKETSU ..standardize" using (CPD) ^{1A}

⑤ SHITSUKE ..sustain" the process of discipline to keep the standard.

