

# Ensuring quality and saving millions

## Getting parts right the first time



### Goal

A car manufacturer wished to understand what was causing rework and delays in part development, thereby increasing programme costs, using more resources, and lowering after-sales quality.

The goal was to reduce the amount of rework and achieve right first time (RFT) for 80% of parts.

### Insight and Action

QuantumBlack's analysis showed that teams were not resolving concerns before releasing parts for the first time, leading to multiple releases. We analysed a car as a network of interactions between parts to determine which parts were the strongest influencers. We discovered that more people were on teams that had poorer RFT results.

We adjusted the car-development process based on our insights and left a live-tracking tool for the client to monitor RFT across all its car programmes.

### Results

---

**3x**

Increase in RFT for parts

---

**£15 million**

Savings per programme