

IMPROVED PROBLEM SOLVING SKILLS LEADS TO CUSTOMER RETENTION

ABOUT NOVA/TCB. NOVA/TCB provides custom bearings specifically designed and manufactured at the ZYZ/TCB plant, as well as other partners in Asia. NOVA/TCB and ZYZ/TCB are synonymous and represent each other's interest in the markets where they are located. Together they have developed a reputation of providing the highest quality bearings available. They manufacture bearings and components to the customer's print specifications and requirements, as well as a variety of common bearings and components for the high volume aftermarket industry. NOVA/TCB also provides a large assortment of welded and seamless precision cut tubing to the automotive industry and machined parts to OEM's around the world. NOVA/TCB and ZYZ/TCB, in a joint venture, manufacture rollers at their new automated facility. NOVA/TCB and ZYZ/TCB are expanding their common interest in multiple industries annually.

THE CHALLENGE. During the company's transition audit from TS16949 to IATF16949:2016, opportunities for improvement were noted in the areas of problem solving, statistical process control and incorporation of the new risk management requirements. The customer was having quality issues with two key customers and recognized that their employees would benefit from formal training that would allow them to recognize and resolve quality problems quickly. For help they contacted UT CIS, part of the MEP National Network™.

MEP CENTER'S ROLE. UT CIS Quality Management System consultants facilitated twenty four hours of on site training with company employees. Topics covered included, Problem Solving & 8D, IATF 16949:2016 Risk Management and Statistical Process Control (SPC). Each training module was eight hours and included applicable case studies to allow the participants to apply the tools and techniques as they learned. UT CIS' training materials are developed in alignment with appropriate AIAG reference manuals and standards. Since the successful completion of this project, UTCIS has again partnered with NOVA/TCB to introduce lean manufacturing concepts at the facility in Powell, Tennessee.

"The services were excellent. They allowed us to increase our problem solving and inspection capabilities. I directly attribute these skills to our ability to better maintain and communicate with a couple of our key customers."

-Mic Lanz, COO

RESULTS



\$5,000,000 in increased or retained



3



\$5,000 in training

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