COMPANIES

PEOPLE. TECHNOLOGY. DATA.

ON-SITE QUALITY REPRESENTATION

Enhanced Quality Liaison Reporting

Contents

03	Better Customer Outcomes
04	Defect Breakdown
05	PPM Trend
06	Defect Percentage
07	Month-over-Month Defects
08	Scrap Percentage by Defect
09	Data by Cavity
10	Case Study
11	24/7 On-Site Quality Liaison Coverage

Data-Backed Quality Reporting for

BETTER CUSTOMER OUTCOMES

Find the source faster

Trace defects to the machine and process level, moving root cause analysis from weeks to days.

Customized live reporting

Flexible live reporting built around your specific needs, workflows, and customer requirements.

Reduce cost & disruption

Resolve issues faster to help reduce downtime, scrap, cost of poor quality, and customer complaints.

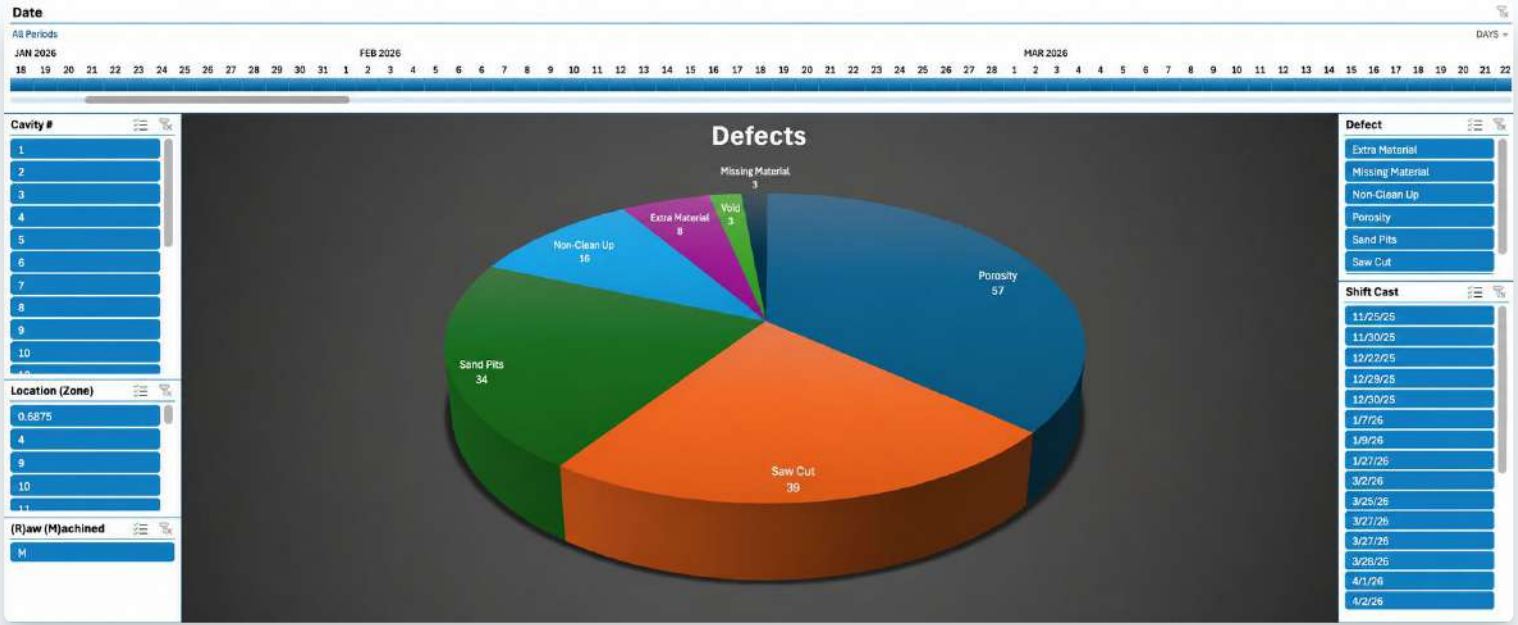
Strengthen customer confidence

Share credible, data-backed insights that demonstrate proactive quality management and continuous improvement.

Identify the biggest quality drivers

Built-in charts and Pareto diagrams make it easier to identify recurring issues and focus on the biggest quality drivers.

Reduced Customer Downtime • **Improved Scorecard Performance** • **Reduced Customer Chargeback** • **Improved Time To Containment**



Top Quality Drivers

Prioritize high-impact defects

See which defect types are occurring most often, so teams can focus on the issues creating the greatest quality risk.

Filter down to the source

Slice data by cavity, zone, shift, defect type, and date to uncover patterns faster and support root cause analysis.

Stay aligned with live quality data

Keep teams working from current inspection data as dashboard views update with new reporting inputs.

PPM Trend

Track PPM over time

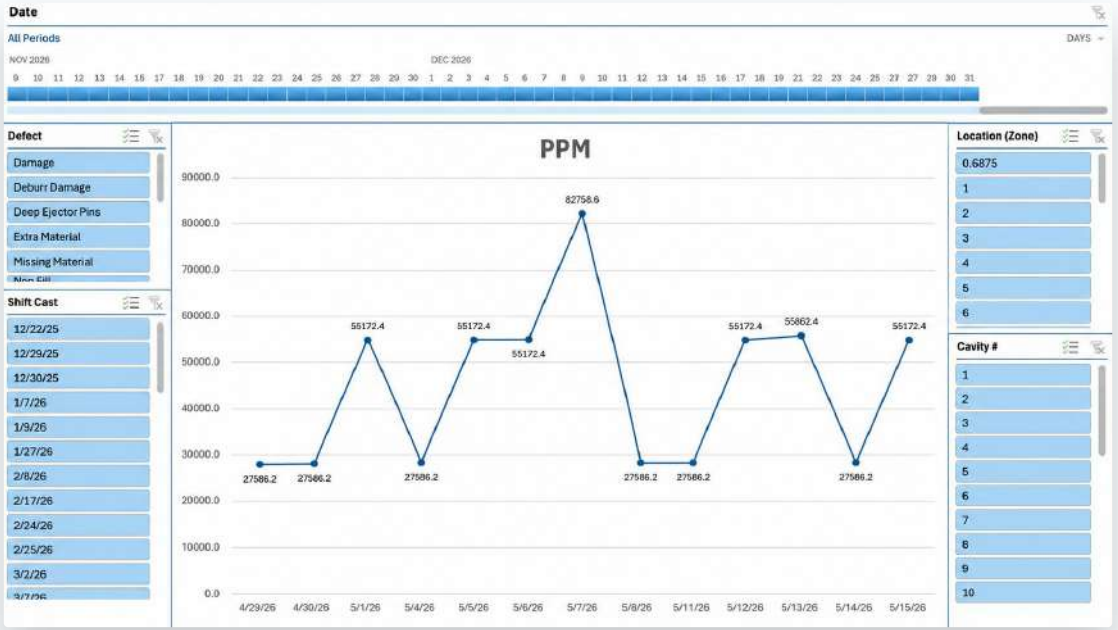
Monitor daily defect rates to see how quality performance changes across production periods.

Catch quality spikes early

Identify sudden increases in PPM so teams can investigate issues before they create larger disruptions.

Drill down to the source

Filter by defect type, shift cast, cavity, zone, and date to connect trend changes back to specific production conditions.



Defect Percentage

Rank defects by percentage

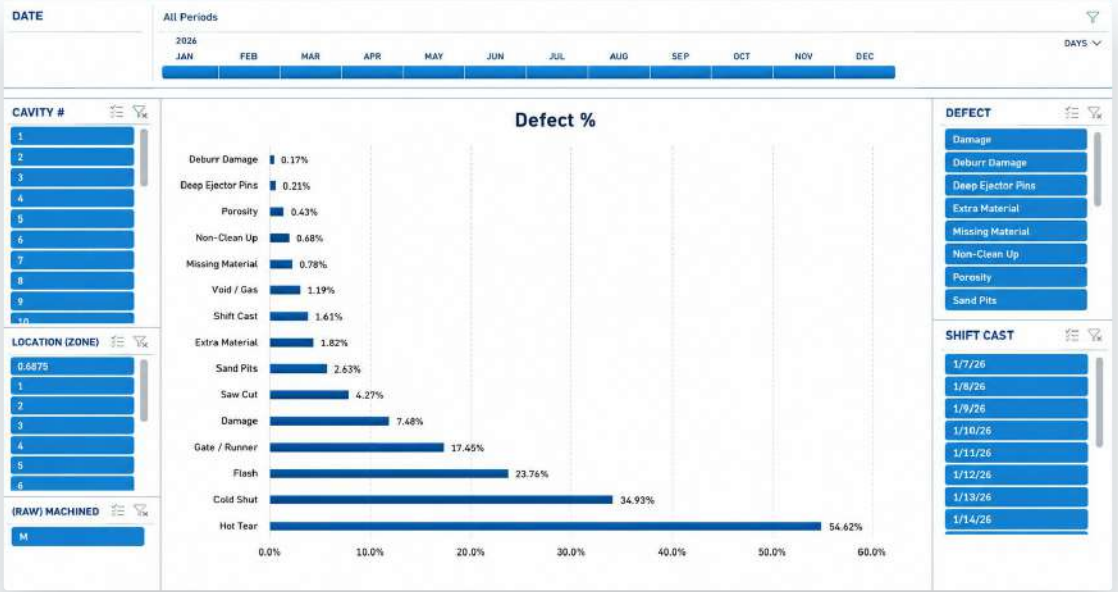
See each defect as a share of total quality activity, making it easy to compare which issues are most frequent.

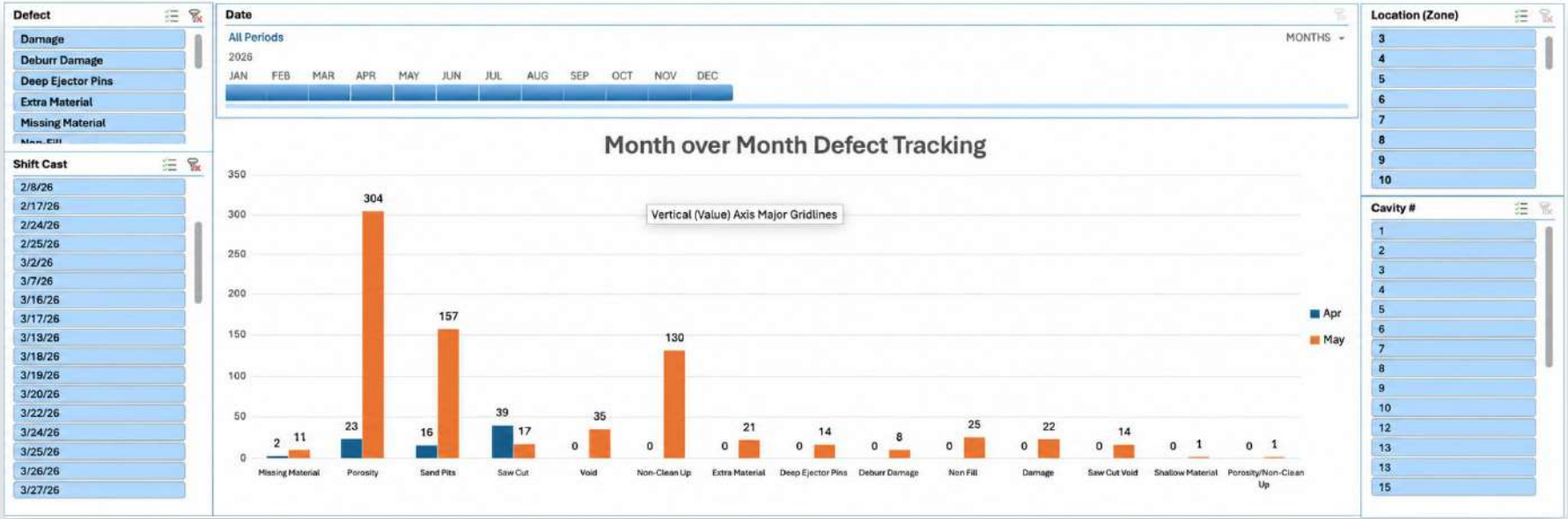
Focus on the biggest drivers

Identify the defects contributing the highest percentage of issues so teams can prioritize corrective action faster.

Filter to match your process

View results by cavity, zone, shift, date, and production condition to align reporting with how your line operates.





Month-over-Month Defects

Compare defect trends month to month

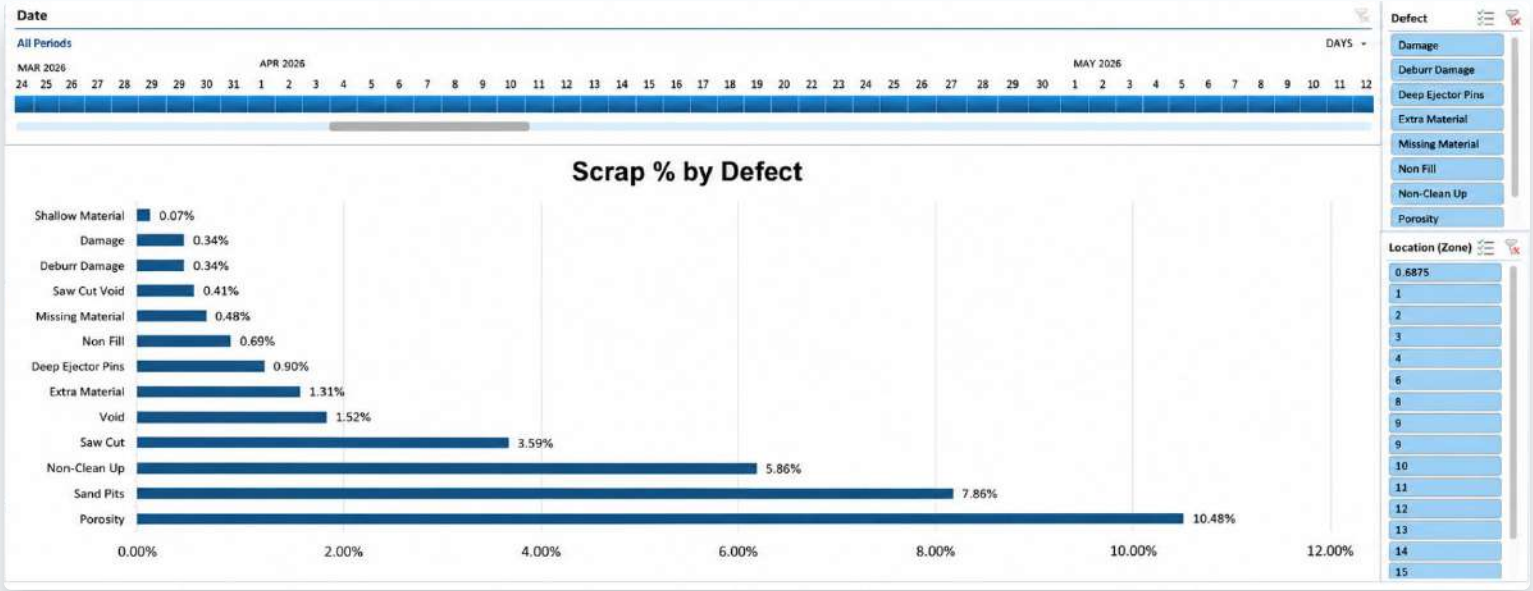
See how each defect type changes across reporting periods to identify improvement, regression, or recurring issues.

Validate corrective action

Use trend data to show whether countermeasures are reducing defects over time.

Identify defects that need attention

Spot which defect types increased, decreased, or remained persistent so teams know where to act first.



Scrap Percentage by Defect

Rank scrap by defect type

See which defects are contributing the highest scrap percentage so teams can prioritize the biggest quality issues.

Connect quality to scrap impact

Translate defect activity into scrap percentage to better understand where quality issues are creating waste.

Filter to find scrap concentration

View scrap by cavity, zone, shift, date, and production condition to identify where scrap impact is concentrated.

Data by Cavity

Identify defect-prone cavities

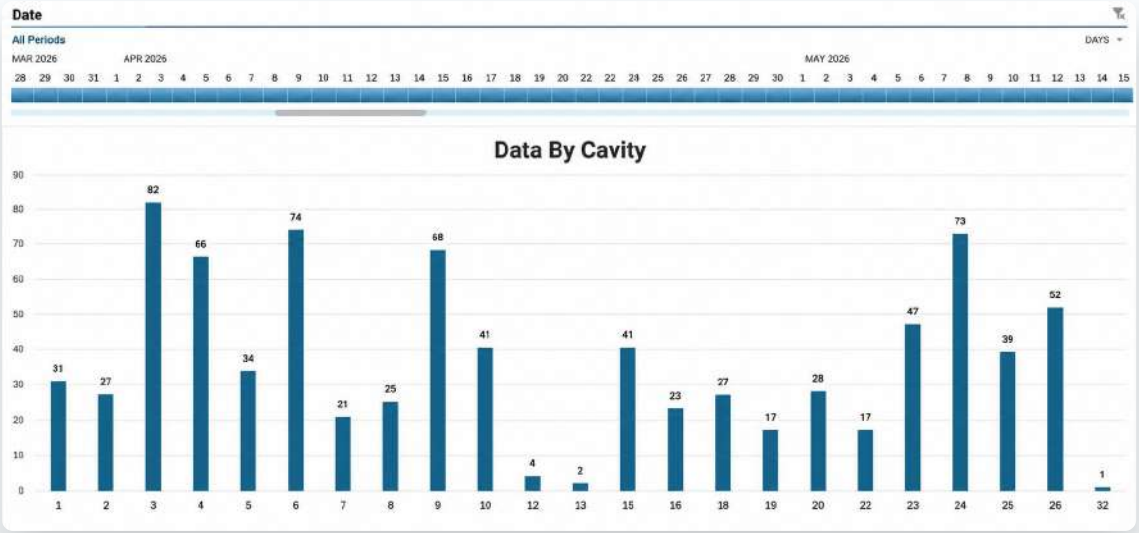
See which cavities are producing the highest defect counts so teams can quickly locate where issues are concentrated.

Direct corrective action faster

Focus tooling, maintenance, or process checks on the specific cavities driving recurring defects.

Validate the pattern over time

Review cavity performance by date and cross-check with defect, zone, and shift data to confirm whether the issue is isolated or recurring.

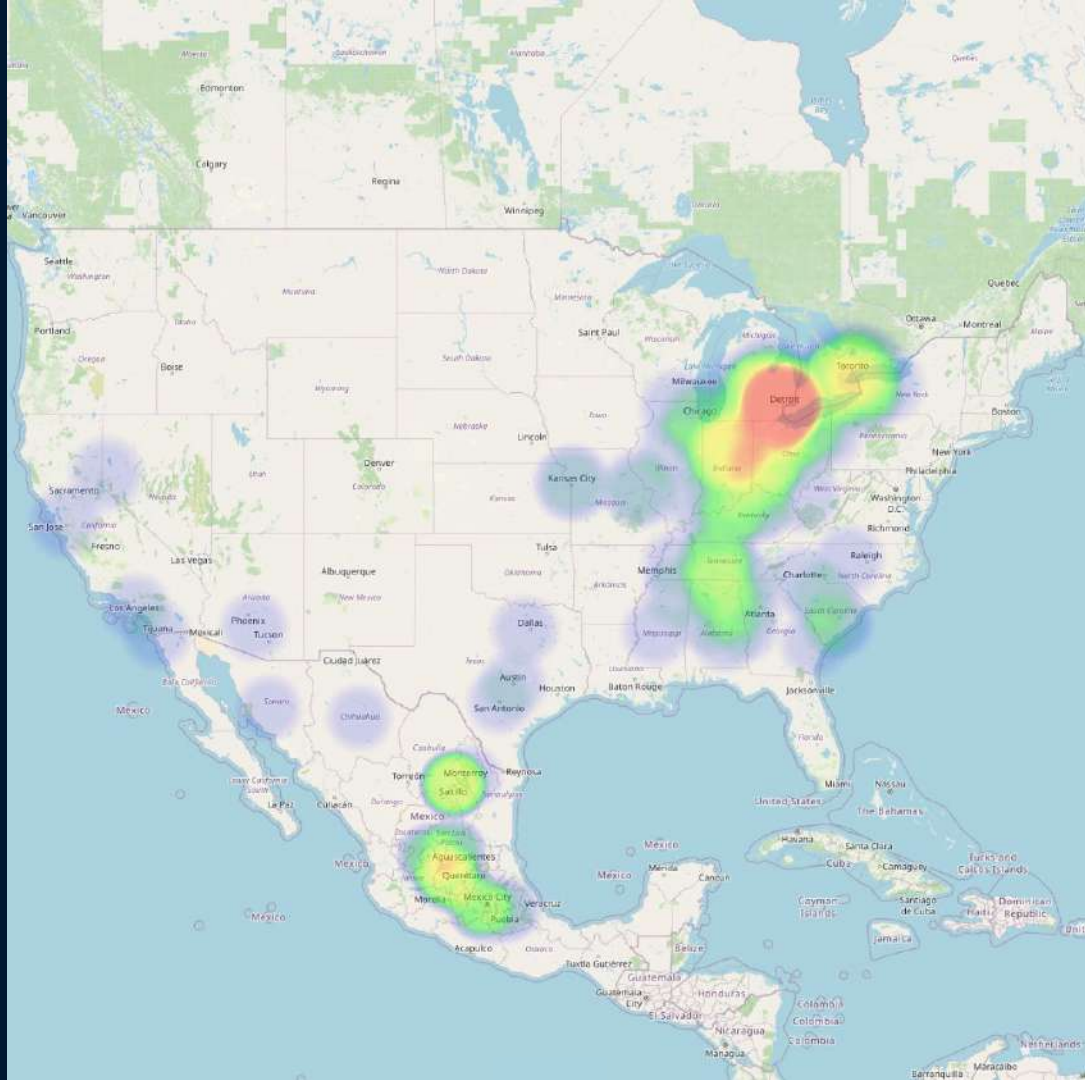


OEM PRESENCE

24/7 On-Site Quality Liaison Coverage

159 Plants • 21 OEMs • 3 Countries

- General Motors
- General Motors / LG
- Toyota
- Ford
- Honda
- Stellantis
- Volkswagen
- Nissan
- Audi (VW Group)
- BMW
- Hyundai
- Kia
- Lucid
- Mazda
- Mercedes-Benz
- Rivian
- Scout Motors
- Slate
- Subaru
- Tesla
- Volvo



On-Site Quality Liaison Averts Estimated $193K – $327K in Quality Cost

Business Needs

- Reduce recurring foam contamination defects before they reached the OEM line and triggered customer complaints, containment events, and expedited freight.
- Improve OEM scorecard performance after two consecutive quarterly declines from Green to Yellow status.

Results

$193,000 - $327,000 Estimated 90-Day Value

Total estimated avoided quality costs across four categories in the first 90 days of the engagement.

| Line-down charge avoidance
| Complaint chargeback avoidance
| Expedited Freight avoidance
| Sort and rework labor avoidance

Our Approach

Dedicated On-Site Quality Liaison

Embedded a full-time quality liaison at the supplier facility to identify issues faster and support real-time containment.

MS Force Real-Time Reporting

Used machine-level traceability and structured daily reporting to give supplier and OEM teams immediate visibility into emerging defects.

Inbound Material Verification

Verified incoming materials and monitored production quality to intercept suspect material before it reached production lines.

Rapid Containment Coordination

Coordinated containment activities quickly to identify affected lots, prevent downstream escapes, and reduce avoidable quality costs.

Transform Inspection Into Actionable Intelligence

MS Companies delivers more than on-site quality support. We provide the people, reporting, visibility, and operational oversight needed to reduce defects, improve response times, and strengthen customer confidence.

Start the conversation with MS Companies today.

---

(866) 674-7678
Corporate Office

www.mscompanies.com

MS COMPANIES

PEOPLE. TECHNOLOGY. DATA.