

Achieving Excellence in Supply Chain Performance with a
Modern Effective Approach

*'Managing by Measurement'
2026 Agenda*



Martin Shaw – Reliability Solutions
www.reliabilitysolutions.co.uk

Reliability Solutions – Background

Biography

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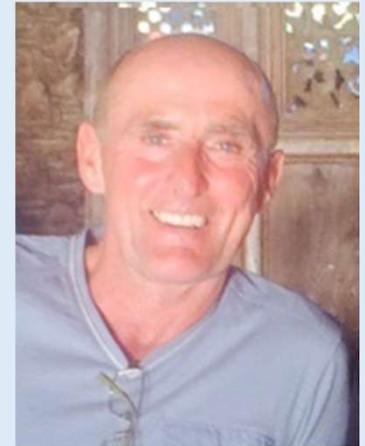
Reliability Solutions focuses on providing the complete range of Reliability Improvement tools and Application Solutions to Significantly Reduce your product failure levels at the most expensive end of the product cycle , the Consumer

Reliability Solutions was formed in 1997 by Martin Shaw, previously of IBM as Quality and Reliability Specialist within PC business unit. Martin Shaw worked as specialist in Product and Commodity Quality / Reliability optimisation for the Electronic Product Suppliers to IBM between the years of 1982-1997. During this time he worked extensively throughout Asia, USA and Europe with wide range of suppliers. Since 1997 he has worked with a wide range of companies Worldwide and provided solutions to ensure RAPID improvement in a dynamic environment. These companies include many Blue-Chip companies: Daewoo Electronics, LiteOn, Astec Power, Philips, TPV, Vestel, Acer, LiteOn Power, LG, Amtran, Fairchild Semiconductors, Atmel Semiconductors, Wolfson Microelectronics, ULTRA Electronics, Melexis, IDEAL Heating, SKY TV, Hua Wei, Emerson Power, EE Phones, TCL, SMART Technology, Singapore Technology Kinetics, Eetc.

He provides a range of 2-3 day Reliability Improvement Seminars and Application consultancy to meet the exact needs of any Electronic Manufacturer. He can be contacted at

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Day 1

❖ **Session 0 : Introduction to Improving Supply Chain Quality**

❖ **Session 1 : Where to Start ?**

- Traditional role of the Supplier Quality Engineer and why it is no longer so effective
- What is involved in a more effective and efficient SQE role ?
- What is the skill set required for today's SQE's in modern electronic and electro mechanical products ?

❖ **Session 2 : The initial Supplier Contact using the Virtual Quality Questionnaire**

- Designing a very efficient Questionnaire for supplier to feedback their own self assessment
- Following up on the Questionnaire with focused questions to 'test' feedback relevance and understanding
- Agreeing the first 'virtual' supplier quality score
- **20 min workshop session on using the Reliability Solutions on line rating module**

❖ **Session 3 : Selecting Suppliers by *TRUE VALUE COST* using the Reliability Solutions model**

- An efficient and proven technique to combine Supplier Rating scores with Supplier Quoted Costs to provide TRUE VALUE COST
- How to apply and select best overall suppliers considering Cost, Quality, Technical Ability combined
- Getting Sourcing decision RIGHT FIRST TIME !
- Range of REAL LIFE case studies used to illustrate the Reliability Solutions tool



Day 1

- ❖ **Session 4 : Performing the Reliability Solutions Intensive GAP Analysis and Supplier Audit**
 - Setting up a strong Intensive Audit which asks the right questions and leads the SQE deeply into the process
 - 30 min Workshop on Applying the Reliability Solutions Scoring Model and applying the Reliability Solutions 'SMART' score

- ❖ **Session 5 : Why IQC and AQL sample test standards are no longer appropriate in modern manufacture and how this affects supplier quality / reliability assurance**
 - Using Supplier Process data to measure and control outgoing Quality

Workshop Session where the attendees can openly discuss their current SQA methods and how much the learnings so far have added to their knowledge.



Day 2

- ❖ **Session 6 : The 5 step process to achieving World Class Supplier Quality**
 - An effective and efficient system to drive suppliers developed by Reliability Solutions
 - How to use learnings in Sessions 1-5 to develop the Solution
 - Case Study examples demonstrate the use of this approach

- ❖ **Session 7: Why Supplier PFMEA is important to define a detailed Process Map for Quality Control Plan development**
 - **Setting Process Targets to achieve the MINIMAL process escape rates**

- ❖ **Session 8 : Developing the Master Quality Plan after supplier selection to manage the build up from prototype through to Mass production in an Objective manner with critical metrics**
 - An APQP style approach with focus on what TRULY MATTERS in achieving Supplier Excellence
 - **The Reliability Solutions model used with several Real Life Supplier case studies**

- ❖ **Session 9: Transitioning into Volume production at the 'New' Supplier with a STRONG NPI model and using NPI model to predict future failure rates**
 - What is the list of key deliverables
 - How do we make up a toolkit to measure this ?
 - Combining the list of Key Metrics to use in predicting Failure Rates at customer

Workshop Session where teams are given a product example for which they are requested to define their new SQA approach and detailing the steps they would take from seminar learning and how the approach differs to existing approaches the attendees are familiar with

