

# Case Study: Improving Key Supplier Quality Audit Score

Quality Expert raises compliance score by 4x at a P&G contract Manufacturer

## Challenge

A Contract Manufacturer for P&G received a negative audit report due to quality assurance program issues and errors. The long term contract was in jeopardy if these issues were not quickly resolved.

## Solution

A YourEncore Expert was engaged for 2 half-days a week to assess operations at the Contract Manufacturer and compliance to the company's quality assurance standards.

*"[Expert] has **performed an outstanding job** for us and has had a powerful influence on the culture and results of the co-packer.*

*[Expert] had the right blend of tough love, patience, and coaching skills to become a **highly valued resource** to our contract manufacturer as well as to us."*

*- Project Leader*

## RESULTS

**4X IMPROVEMENT IN <100 HRS**

In just three months, the Expert provided Quality training and put procedures in place that raised the compliance score at the facility from 20% to 85%.

**Supplier Quality Compliance Score**  
Compliance %

