

## COST OF QUALITY IDENTIFY, ANALYZE, RECTIFY, ELIMINATE

Once serial product manufacturing begins, variability and non-conformance are facts of life. A **Non-Conformance (NC)** (also known as a defect, often addressed through concessions or Material Review Boards) is an unexpected event that deviates from the set standard during the manufacturing process. NCs result in reduced quality, increased cycle time (through scrappage or repair), increased delivery schedule risk, and therefore increased cost to any business.

In the aerospace industry the need to deal with an NC is statutory and contractual. Therefore the need to identify, analyze, rectify, and eliminate the root cause is essential to maximize the profitability of a program through elimination of repetitive and costly defects.

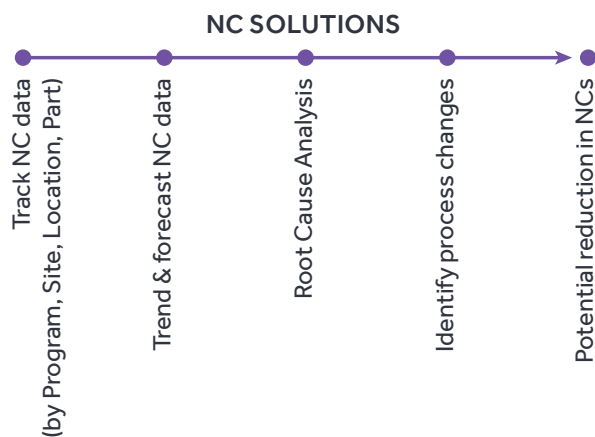
## NC Identification

Once an NC occurs, the quality paperwork is raised by the manufacturing center and the product is quarantined until a disposition (report) from the appropriate authority is available. This is standard industry practice and many companies, including Cyient, provide a service to review the defect and provide a repair disposition.



## NC Analysis

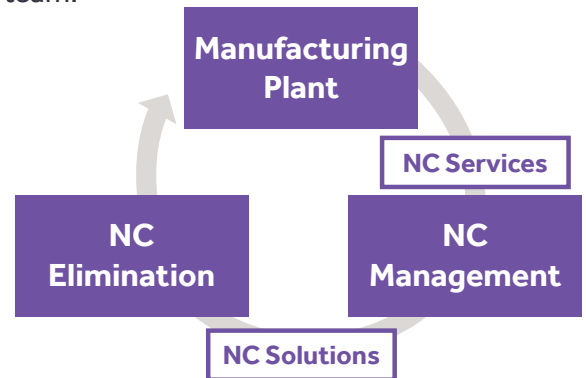
We have experience in working on NCs for wing and fuselage structures, and engines of aircrafts. We have developed an NC management tool that can analyze past and present NC data, identifying trends in the type of defect, location on component, manufacturing process and many other factors, distinguishing them by program or site if required.



Cyient has developed a solution that transitions an organization from NC management to NC elimination, while continuing to provide day-to-day NC services.

## NC Rectification

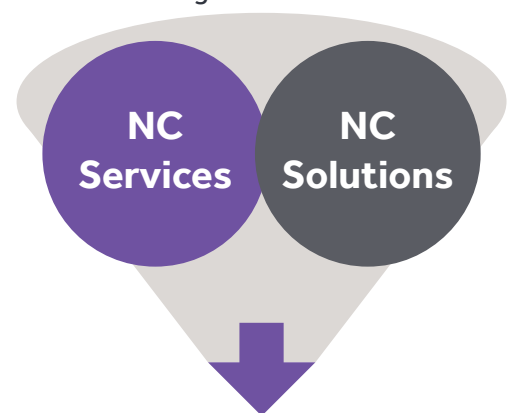
The value addition that Cyient brings to the overall NC management process is not only to disposition the repairs, but also to provide the rectification through drawing modification, tool re-design, process analysis and rework or product re-design for should-cost. This can be undertaken through either 'at elbow' support or at our offshore facilities while working closely with the customer operations team.



## NC Elimination

Using the analysis of repetitive NCs from the tool and providing the rectification as part of our core service offering, we offer the following key benefits to our customers:

Whilst Cyient has the ability to deliver the full end-to-end solution for non-conformances, we can also offer bespoke **services** (for day-to-day dispositions) **or solutions** (for reduction/elimination of NCs) to suit your needs and challenges.



- Reduced recurring rework cost
- Reduction in scrap rate
- Improved product quality
- Reduced turnaround time
- Improved delivery schedule adherence



## About Cyient

Cyient (Estd: 1991, NSE: CYIENT) provides engineering, manufacturing, geospatial, network and operations management services to global industry leaders. We leverage the power of digital technology and advanced analytics capabilities, along with our domain knowledge and technical expertise, to help our clients solve complex business problems. As a Design-Build-Maintain partner that takes solution ownership across the value chain, we empower our clients to focus on their core, innovate, and stay ahead of the curve.

Relationships lie at the heart of how we work. We partner with organizations in ways that best suit their culture and requirements. With nearly 14,000 employees in 21 countries, we combine global delivery with proximity to our clients, functioning as their extended team. Our industry focus spans aerospace and defense, medical, telecommunications, rail transportation, semiconductor, utilities, industrial, energy and natural resources.

Follow news about the company at [www.twitter.com/cyient](http://www.twitter.com/cyient)

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