

SC21 CERTIFICATION AND QUALITY IMPROVEMENT SIG New quality metrics

The SC21 “Supply Chains for the 21st Century” project has been running for 3 years and 500+ companies have now signed up.

The vision of the programme when it was established in 2006 was to set a target to achieve zero defects and 100 per cent on-time delivery in both product and service environments at all stages of the product/service lifecycle.

The current quality metrics were established in 2006 by senior representatives from the UK aerospace & defence industry taking into account the broad range of potential SC21 companies - from low volume, high variety to high volume, standard product manufacturers.

Current metrics:-

levels for delivery & quality are based on rolling 12 months average

award level	delivery	quality	sustainable improvement programme	improvement framework
gold	>99 - 100%	>99 - 100%	plan progressed regular reviews	excellence level > 500
silver	>95 - <99%	>97 - <99%		excellence level > 400
bronze	>90 - <95%	>95 - <97%		framework deployed

In today’s internationally competitive environment we now need the quality metrics to be more representative of world class performance. It is therefore proposed to raise the levels to reflect the exacting requirements of some of the major aerospace and defence organisations worldwide.

In order to give companies enough time to align to the new metrics, it is proposed to implement the new measures from 1st January 2010.

Companies that have obtained an award during 2008 and 2009 will be expected to comply with the new metrics in 2010 when they re-apply for their next award. It is therefore of paramount importance that this amendment is well publicised. The large majority of those companies who have already received recognition awards have already been recognised by their customers as achieving a “Gold” level of quality performance. Under the new proposals most would still achieve “Gold” or “Silver” levels.

Between **July 09** and **Dec 09** we shall communicate the new metrics to SC21 members through the Task Force, newsletter and individual emails.

The new metrics will be fully operational from 1st January 2010 when all the SC21 literature will be amended.



New metrics:-

award level	delivery	quality	sustainable improvement programme	improvement framework
gold	>99 - 100%	99.9% - 100%	plan progressed regular reviews	excellence level > 500
silver	>95 - <99%	99.5% - <99.9%		excellence level > 400
bronze	>90 - <95%	98% - <99.5%		framework deployed

In exceptional circumstances, to accommodate low volume, high variety SC21 manufacturers or service providers, customers may agree different measures from these. In this case, the levels for recognition will be agreed following consultation with customers and the SC21 project team who will seek consistency of interpretation.

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SC21 Certification and Quality Improvement SIG Chairman

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