



Quality Solutions With You Every Step



# Supplier Quality Engineer Service

E-mail : [inquiry@hqts.com](mailto:inquiry@hqts.com)  
Website : [www.hqts.com](http://www.hqts.com)



# Supplier Quality Engineer | **Service Introduction**



In today's increasingly competitive market, the life cycle of products is constantly getting shorter. Increase production efficiency of new products, is the key to enterprises to seize market opportunities and enhance competitiveness.

Supplier Quality Engineer (SQE) service is committed to solving various problems of research and development stages right through to mass production supervision of new products. Use SQE to improve supplier operation management, production planning, process controllability, product optimization and provide thorough support in the form of consultation for product development and problem solving/troubleshooting.

# Supplier Quality Engineer | **Service modes**

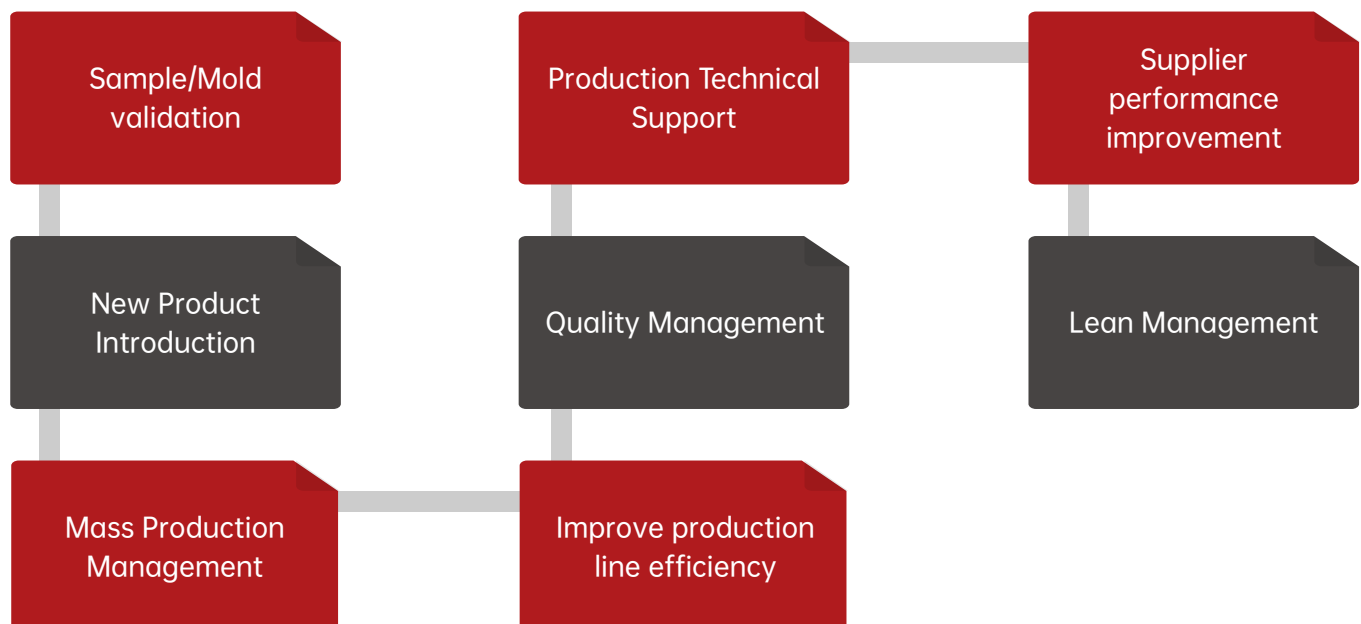


Human Resources Outsource



Project Outsource

# Include | **but not limited to**



# Supplier Quality Engineer I Cases



**Client Industry**  
Kitchen Appliance  
Own Brand Manufacturer



**Product**  
-Air Fryer  
-High Pressure Cooker



**Services**  
-SQE  
-Lean Management  
-Contractual  
-PSI  
-Audit Portfolio



**Project Period**  
SQE: May – September, 2021  
Lean Management: June – November, 2021  
Contractual PSI, June – October, 2021  
Audit Portfolio: July – Ongoing



## Overview

Client found HQTS through our cooperation with their sister company, client initially retained HQTS Inspections, Auditing and Loading Supervision services whereas the Client more focused on SQE and Consulting services (and considerable demand for monthly contracted PSI).

## Issues

Supply chain issues client faced during the height of the pandemic, such as the restriction on travel prevented the free roam of much of client's in-house talent across their supply chain operations in locations such as Mainland China, Hong Kong, Vietnam & Thailand. Hence, Client required immediate assistance from on the ground, local and expert personnel in the Quality Engineering fields to support NPI projects across their manufacturing hubs throughout Greater Asia. NPI projects with manpower deficit, due to COVID travel restrictions. Restructuring their supply chain to bring down costs etc, by working with new second and third-tier suppliers. Due to travel restrictions their own staff could not travel on-site, so they were forced to outsource talent and man-power. Furthermore, a long-term cooperative partner of Client in the mainland China region, has opened a factory in Thailand. In cooperation with Client, to house the production of their new flagship home appliance product (Air Fryer). This cooperative partner (JG) was also feeling the first-hand impact of the pandemic situation and was lagging behind and missing many deadlines, prompting Client to reach out to HQTS to mediate and alleviate Quality Assurance and Supply Chain issues (Audit, Project Manager, Supplier Quality Engineer, Test Engineer etc).

## Solution

Client has employed HQTS' Inspection, Audit & SQE services to bolster their expansion into both new and mature markets. Additionally, their NPI projects have taken advantage of 1600+ HQTS Inspectors and Quality Engineers located across Greater Asia & SEA regions to subsidize their supplier's/sub-supplier's work force with Inspection operations.

## Results

Their Flagship project has benefited greatly from the vast experience HQTS' SQE, consultants, auditors and technical teams have provided, and are still providing in ongoing projects. Our ongoing support to the client's suppliers not only has the availing of HQTS' services benefited the client but also has a lasting and positive impact on their performance and efficiency. Furthermore, the retaining of HQTS' services by both subsidiaries of client shows the confidence clients places in high standards, reliability and cost-efficiency of HQTS' services.

# Supplier Quality Engineer | Cases



**Client Industry**  
Coffee Machine



**Services**  
SQE



**Product**  
Coffee makers



**Project Period**  
On-going

## Overview

Founded in Turin in 1895 as a small family business, and today, as 125 years and four generations later, they are an international group of more than 4,000 employees. This company continues to export the art of coffee blending all over the world with different international brands in addition to their own. This company also develops their own coffee makers, and we are helping them to audit some of their coffee maker suppliers in Asia.



## Issues

PEL Project: Our client receives many quality complains from the retail markets, and their residential inspectors also find many quality problems during their own pre-shipping inspection, but since the supplier who produced this batch of coffee makers is one of Client's long-term business partners, instead of giving up this partner, Client has decided to help the supplier for figuring out the existing problems in their system.

## Solution

HQTS technical team held several meetings with the client to fully understand the client's demands, after that, we have assigned an experienced engineer to visit the supplier's facilities and below are the main points checked during the audit:

- Verification of the main KPI in: injection, incoming inspection, sub assembly production and 3 production lines
- Verification of the extension of all the corrective actions on the similar projects
- Line audit for detection of possible issues (proactive audits)
- Verification of the operator's capabilities
- Verification of skills
- Verification of WI knowledge
- Verification of the working procedures
- Verification of the quality department enhancement (hiring program)
- Poka-yoke verification (audits)

## Results

Although we already helped the factory to get their operation straightened out to prevent issues found during the audit, as well as their quality management system was adjusted. However, the adjustments made after the audit were insufficient, and the next batch of cargo was found to have other quality problems during the pre-shipping inspection. The main reason for this failure was the lack of supervision on factory's daily operations, therefore, we plan to recommend Client to set a HQTS residential auditor in the supplier's factory, this will keep the factory operate based on the initial management plan.