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#### **Welcome & Introduction**

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### **OT Benson**

Executive Director Global Supply Management



#### Welcome!

- Today's Agenda
- Logistics
- Introduction
- Global Supply Management Review
- Key Messages You'll Hear Today



#### Agenda

- 1100 1215 Light Lunch & Registration
- 1230 1240 Welcome, Introductions & Opening Remarks OT Benson
- 1240 1300 Supply Chain OT Benson
- 1300 1315 State of the Business Tao Liu
- 1320 1345 2016 Interim Results Bill Quigley
- 1345 1430 Break
- 1430 1500 Competitive Landscape Steve Spicer
- 1500 1520 Tech Road Map Jeff Zuraski
- 1520 1540 Value of Early Supplier Collaboration Robin Milavec
- 1540 1600 Culture of Quality Kurt Heberling & Ricardo Pastor
- 1600 1630 Break
- 1630 1650 Start with Why Stephen Shedletzky
- 1650 1700 Wrap up / Q&A OT Benson
- 1700 1730 Supplier Awards & Recognition
- 1730 2030 Cocktail & Dinner





## Logistics

- Bathrooms
- Phones

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- Emergency exit
- Conference Survey
- Cocktail & Dinner



### **Personal Background**

- Hometown Hartville, MO
- Julie Benson (Tiger Mom)
- 8 Children 3 boys, 5 girls
- 8yrs Military Service (USAF)
- Chinese Language
- Baseball (St Louis Cardinals)
- Music (Big Hair, Jazz)







## What Can You Expect From Me?

- I will always be honest & direct with you
- I will provide clarity of direction
- I will push us out of our comfort zone & demand excellence
- I will focus on our customers' (internal & external) satisfaction
- I will recognize & express my appreciation to you for a job well done
- I will ensure that our team has the tools necessary to execute our vision
- I will seek out and <u>listen</u> to your feedback
- I will cultivate a positive, achievement-focused culture within our team
- I will be passionate about our team, objectives, and culture
- I will maximize the potential of the team by providing opportunities for growth



### What Do I Expect From You?

- Be honest with me
- Get engaged & be involved...don't sit on the sidelines
- Be creative & generate ideas...be a part of the solution
- Work together, collaborate, and help the team to succeed
- Be willing to lead initiatives and take on challenges
- Stay current...know what's going on in the world around us
- Anticipate and *prepare, prepare, prepare* for change
- Stretch yourself and drive your own growth
- Your commitment to the team...if you don't want to be here then don't be here



#### What Does This All Boil Down To?



A dream doesn't become reality through magic; it takes sweat, COMMITMENT and hard work. GUT A M A WARRIOR

The difference between the impossible and the possible lies in a person's DETERMINATION.  $\underset{I \to M}{\text{GLOR}}$ 

SUCCESS is not the result of spontaneous combustion. You must set yourself on fire.



# **Living Our Culture**



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## **GSM** Vision

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## To be the benchmark for Global Supply Chain excellence among Tier One Suppliers.



## **Start With Why**

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HOW

WHAT

## **The Golden Circle**





#### HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

#### WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. It's a purpose, cause or belief. It's the very reason your organization exists.

## Why are your customers your customers?





#### Align with Corporate Culture

- Focus = Cost, Quality, Launch, Delivery
- Our Plants = Our Customers
- Foster a "Culture of Quality"
- Extreme Ownership
- Relationships (internal & external)



#### **Philosophy & Core Values**

- "1 Team, 1 Fight"
- Integrity First
- Service Before Self
- Excellence in All We Do





#### **GSM Statistics & Strategies**

#### **Supplier Relationship Management**

- Continue to develop strategic supplier relationships
- Continue to optimize supply base to the strategic 400
- Make access to supplier innovation a competitive advantage
- Built on Trust, Collaboration, Respect

#### **Open Book Costing**

- Modeling, target cost, BIC, clean sheet
- New pursuits & closing gap on current biz
- Constantly break models (market disruptors)
- Will lead to emphasis on VA/VE, Kaizen, Lean activities





#### What You Will Hear Today...

- The market is flat must focus on competitiveness
- Supplier partners have been key to our success <u>Thank You!</u>
- Cost modeling is working Keep momentum going!
- Industry quality standards are changing (IATF 16949)
- Season of preparation Next wave of growth & technology is coming
- SRM continues to be our focus Understand our "why" together
- Get Switched On & Stay Engaged!!

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### Tao Liu

Senior Vice President and Global Chief Operating Officer

### Tao Liu

- **NEXTEEP** SVP and Global COO
- VP and COO, Asian Pacific Division
- **VP and COO, China Division**
- **REALEPP** Executive Director China
- nexteer China Operations Manager



China Operations Manager - Steering



MBA, Purdue University – Krannert School of Management



Bachelor, Tsinghua University



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# **Business Highlights**



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#### **Backlog Update**

#### Order to Delivery as of June 30, 2017







#### **Global Light Vehicle Sales Forecast**





#### **US SAAR Forecast**



#### **US Inventory Days**



Source: Automotive News

**Continue Business Growth 3 Areas of Focus and 5 Initiatives** 

# **3 Areas of Focus**

Effective and efficient!

Effective: Doing the right things Efficient: Doing things right

#### I. Optimize Business Process







#### **II. Optimize Product Line Structure**





**III. Take Proactive Approach** 





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**Continue Business Growth 3 Focus and 5 Initiatives** 

## **5 Initiatives**



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#### **V. Autonomous Vehicles**



#### Industry Disruptors

#### **Collaborative Peers**

#### New Technologies



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A CONTINENTAL • NEXTEER MOTION CONTROL VENTURE

## Vision

Accelerating Trusted Motion Control through Collaboration

## Mission

We are Innovators that Drive Vehicles into an Automated Future



### **V. Autonomous Vehicles**

- New Technologies
  - Steer by wire



### **V. Autonomous Vehicles**

- New Technologies
  - Quiet wheel



# **Stay Engaged**

### **Collaboration, Partnership and Beyond**



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## **Bill Quigley**

Senior Vice President Chief Financial Officer



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## 2017 Global Supplier Conference Welcome!!



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## Strategy for Profitable Growth



#### **Well-Defined Plan to Drive Stakeholder Value**



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### It's Been A Year Since We Last Met

- new manufacturing facilities Mexico, India, Indonesia, Brazil
- 2. Expanded technical & customer service center presence develop / deepen customer positions
- 3. 32 customer program launches around the world
- 4. Technical Collaboration with Continental AG; Joint Venture with Dong Feng
- 5. Invested \$430 million in R&D & capital equipment









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#### Just Like You, Our Business Faces:



#### **Manage BOTH Incrementals & Decrementals**



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#### **Strong Financial Performance!**



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## **1H 2017 Financial Performance**

#### Revenue In-Line with Expectations

 FX headwinds offset by volume / mix driving higher y-o-y revenue performance

#### Earnings and Margin Expansion

- Favorable volume conversion and continued cost discipline
- All Divisions posting improvements

# Strong Free Cash Flow

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- Earnings and working capital improvements
- Investment to drive the business forward





# **Steve Spicer**

#### V.P. Global Electric Steering



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# Electric Power Steering (EPS) Competitive Landscape

ELECTRIC POWER STEERING







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#### **Nexteer EPS Market Share**

#### **Global EPS Units Shipped**

12.0

2016

- Nexteer is #3 Globally
  - #1 in REPS NA
  - #1 in BEPS AP
  - #2 in PEPS Globally





### **Global EPS Units by Technology**



- CEPS leads
- PEPS and REPS growing
  - DPEPS will have the fastest growth, 6% CAGR

EPS Global	CAGR 17'-25'
CEPS	4%
SPEPS	2%
DPEPS	6%
REPS	2%
Not identified	16%





## Jeff Zuraski

Executive Director, R&D



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# **Technology Roadmap**



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## **Technology Road Map**

- Customer Feedback Development pace accelerating
- Compelling Offers for all opportunities
- Find good combination of re-use and selective updates
- Creating value / cost reduction continues indefinitely
- Why support cost reduction?
- Trends ADAS, SbW, . . . . automated & autonomous
- Collaboration with other Tier 1's
- Leader in Intuitive Motion Control Adjacent Markets, Electrification



#### **Customer Feedback**

Fast / Flexible / Collaborative

- Rapid prototyping (speed & cost)
  - From weeks / months  $\rightarrow$  days
  - Iterations, understand requirements, better solutions
  - Prototype Motors, 3D printing headers, Autocode

**Development pace accelerating** 

Example of "Can Do" Spirit

"No idea how I'm going to do that, but I'll figure it out"



#### **EPS for Larger Vehicles**

- HD Trucks, Commercial
  Vehicles
- Access to ADAS features
- What's needed?
  - Higher load capacity ball screw
  - High Output ECU & Motor
  - "High Availability"

Needed technology is available, paced by vehicle OEM plans



#### **EPS Large Vehicles - History**

# Early 1990's thinking

"<mark>Limit for 12 volt EPS</mark> is a Saturn size car"



Need to retest limits as technology evolves



# **Re-use / Commonization?**

- Common components/scalable (across multiple incumbent applications)
- w/ technology updates (reality)
  - Ex. electronics performance increasing, cost decreasing
  - Other suppliers will displace, if technology static

- De-proliferation opportunity?
- Choices: what to keep same, what to update

 Need compelling offer – quality, functions, performance, price, terms, . . .

Need to find good combination of re-use and selective updates



### Value / Cost / Price

- Compact packaging & low cost
- Compelling content
- Efficient design, material minimization, interfaces, processing, capital
- System design component cost drivers, tradeoffs

# Creating value and cost reduction continues indefinitely



#### Improvements types

- Incremental: evolution of existing
- Disruptive: bigger risk, bigger reward, (manage differently)



#### Couple of examples to follow



#### Both types needed to grow

# **Disruptive Improvement - Example**

- Cliff Young At age 61, ran the Sydney to Melbourne Ultramarathon (544 miles)
- Pro athletes knew they had to run 18 hours a day and sleep 6 hours
- Cliff Young didn't know that so he just kept running
- He won the race by 10 hours and forever changed the sport!





## Early Technology Sharing / Iteration

- Nexteer / Vehicle OEM (decoupled projects)
- Why we do it?

- Higher risk / higher value
- Managed risk (pre-application)
- Explore solutions / requirement insight
- Ready for RFQ

# Nexteer / supplier (something similar?)



# Why support reducing cost / price?

- Competitive pressure of market
- Volume = zero, if we don't win the business
- Need a high quality product with competitive bill of material and process to win

Win new business together, grow volume, w/good margins

- Transparency is efficient and leads to good decisions
- Fast iterations to converge on best solution that fits timing
- Strategy: end fast or proceed with high probability of success



# Trends

- ADAS, SbW, . . . . automated & autonomous
- Nexteer has technology for Highly Automated Driving
- Working on multiple applications needing "highly available" systems
- Collaborating with other Tier 1's
- Several customers have SbW projects

















## Highly Automated / Autonomous Driving

- EPS mechanical link, steering wheel to road wheels
- SbW no mechanical link,
  SbW without steering steering wheel to road wheels wheel













#### Several configuration to support



#### **CNXMotion - Nexteer / Continental** Joint Venture



 Steering / Braking coordination in motion control



ADAS Content



# **Supplier Challenges**

## What?

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- Active / collaborative partners
- Fast / Flexible
- Relentless pursuit of high quality and low cost
- Share new technology
- Decoupled projects, if high risk & high value

# Why?

- Maintain existing and win new business
- Insight / head start
- Brings focus on compelling technology
- Higher probability of production contract





# **Robin Milavec**

#### V.P. Global Product Engineering



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# Value of Early Supplier Collaboration



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# **Product Engineering Objectives**

- Great Products
  - Features
  - Functions
  - Performance
- Safe and Reliable
- Size and Mass Optimized
- Cost Competitive

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Reduced Lead Times (Business Award to SOP)



#### Expansive Global Engineering & Customer Support



#### Global Technical Center (GTC)

- Establishes Portfolio Vision
- Develop the Product and Process
  Architecture Strategy
- Advance Core Product Technology

#### Technical Center (TC)

- Product and Process Engineering
- Product Validation
- Prototype Manufacturing
- Vehicle Integration and Testing

#### Customer Service Center (CSC)

In-region customer interface sales, engineering, quality, program management



#### **Engineering Devolvement Phases**





### Typical Engineering Devolvement Resource Distribution





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#### Desired Engineering Devolvement Resource Distribution





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### **Design Sensitivity**



Sensitivity is the relationship between a print dimension/print requirement and a vehicle function. There may be different Sensitivity levels for the same dimension that can impact multiple functions. For purposes of DSS Assessment it is agreed that parts made within specification will make the part function as designed.

Red A dimension would have red sensitivity if a vehicle function could be affected by parts manufactured within this zone (out of tolerance by 116th)

Yellow A dimension would have yellow sensitivity if a vehicle function could be affected by parts manufactured outside the red but within the yellow zone (out of tolerance by 1/3rd)

Green A dimension would have green sensitivity if a vehicle function is not affected by parts manufactured out of spec by 1/3rd of the tolerance.



#### **Product Characteristics Control Levels**

	otive	Critoria		Revised: 9-Jun-2016				
Design Criteria				Manufacturing Requirements <sup>1</sup>				
Design Severity & Sensitivity (DSS) Result			Detection Activity (Detect nonconforming parts)		Process	Nonconforming		
FMEA Severity <sup>2</sup>	Sensitivity	Control	QCL Symbol	Frequency of Inspection	Allowed Detection Controls	(Monitor the process)	Material Handling	Traceability
G1346, G1174	G1331	G1331	G1331	Q1331	G1174	G1763	G1901, G1786	G1783
9 - 10	RED	CL1	$\frown$	100%3	1 - 4	1 - 4	А	Singular Preferred Lot Control Require
9 - 10	YELLOW	CL2	$\frown$	100%3	1 - 7	1 - 4	A-B	Lot Control or Singular
9 - 10	GREEN	CL3	No drawing symbol	Per Control Plan <sup>5</sup>	1 - 7	1 - 7	A-B	Per Control Plan
8	RED	CL4	$\bigcirc$	100%3	1 - 7	1 - 6	A-B	Per Control Plan
8	YELLOW	CL5 <sup>4</sup>	$\sim$	Per Control Plan <sup>9</sup>	1 - 7	1 - 7	A-C	Per Control Plan
8	GREEN	STD	No drawing symbol		1 - 8			Per Control Plan
4 - 7	RED	CL5 <sup>4</sup>	$\sim$	Per Control Plan <sup>6</sup>	1 - 7			Per Control Plan
4 - 7	YELLOW					1 - 7	A-C	Per Control Plan
4 - 7	GREEN	STD	No drawing symbol	Per Control Plan <sup>o</sup>	1 - 8			Per Control Plan
1-3	R-Y-G	STD	No drawing symbol	Per Control Plan <sup>5</sup>	1 - 10	1 - 7	A-C	Per Control Plan



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#### **Customer & Supplier Quality**





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# **Ricardo Pastor**

**Executive Director – Global Quality** 

# **Kurt Heberling**

**Director – Global Supplier Quality** 





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#### **Customer & Supplier Quality** HYDRAULIC ADAS & ELECTRIC **COLUMNS &** DRIVELINE INTERMEDIATE POWER AUTOMATED POWER SYSTEMS STEERING DRIVING STEERING SHAFTS

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## Agenda

- Nexteer Quality Promotion
- IATF requirements
  - Nexteer's process approach
- Culture of Quality Journey
- Nexteer Supply Base Performance
- Changing Environment



## IATF 16949 – BIG CHANGE!

- A new global industry standard developed by the International Automotive Task Force (IATF)
- The goal of the IATF standard is to have a Quality Management System that provides:
  - Continual improvement
  - Emphasis on defect prevention
  - Reduction of variation and waste
- The standard emphasis is on...
  - Process Owners:
    - Persons who has the ultimate responsibility for the performance of a process in realizing its objectives measured by key process indicators, and has the authority and ability to make necessary changes.
  - Process approach, risk based thinking, customer focus and improvement



## IATF 16949 – BIG CHANGE!

- Significant changes: 128 clauses including 13 new clauses and 83 modified to prior ISO/TS
  - The "Shall" Count going from **132** in ISO 9001:2015 to **281** in IATF 16949
  - Key focus on many areas:
    - > Customer Specific Requirements,
    - Product Safety,
    - Process Owners,
    - Contingency Planning,
    - Second Party Auditor Competency,
    - Embedded Software,
    - > Flow Down of Requirements,
    - ≻ TPM,
    - > Temporary Changes of process Controls,
    - > Warranty, ...



## TAKE ACTION FOR OUTALITY IT'S EVERYONE'S JOB

Nexteer is committed to delivering world-class products. We consistently meet all applicable requirements by:

PromotingLivingLeading a Culture of Quality

Our Culture is based on building Quality into everything we do with a commitment to prevention. We stop and fix what is wrong. We improve by utilizing a continuous improvement process. Each of us are accountable for the Quality of our work.

## **Changing Environment**

2016

- Loss of assist changed from Severity 8 to Severity 10
- Recalls initiated on any high severity item, regardless of potential 2017->2018
- ADAS ... Advance Drive Assist System
  - You don't lose assist, you lose vehicle control .... Driver may not even be aware
  - More items moving to Severity 10



### Impact to launches .....

#### **DSS – Design Severity Sensitivity**

- Each dimension's severity is identified on the drawing
- Frequency of inspection, Process controls, Material handling & Part traceability requirements defined

#### **MAPP – Manufacturing Assessment and Process Plan**

- Detailed review of Print understanding
- Manufacturing, Process Controls & traceability agreed to
- Strict adherence to APQP (E-APQP)

#### Strict adherence to APQP (E-APQP)

- Kick-off meeting to review Nexteer Supplier Requirements, Expectations, Customer requirements, Timing & Open issues
- Each element of APQP has a defined deliverable & requires Nexteer review
- PPAP run at production rates, Extended Run @ Rates, & EPC for High Severity Items



## Impact to Production .....

- Annual PPAP's
- Capability Verification
- Fast Response
  - Immediate containment
  - Traceability ... fast & minimized exposure
  - In depth problem solving
  - Validated irreversible corrective actions
  - Look Across
- Ongoing Audits



### Nexteer Supplier Requirements Key Updates in 2018



- 1.1 Scope Suppliers of indirect products, processes and services must also comply with NSRs, per IATF 16949 requirements.
- 1.9 Record Retention Clarified the requirement that PPAP records be maintained by suppliers for 50 years after PPAP approval.
- 4.10 Measurement System Analysis Added visual inspection to the measurement methods requiring MSA studies.
- 4.13 Manufacturing Feasibility & Capacity Planning Clarified that the required 15% above the contracted capacity may be produced outside the 100 hour, five day work week.

Added a note that the full contracted capacity shall be in place at the supplier's facility and included in the run-at-rate.

7.5 Scorecard – Impact rating will replace complaint rate for scoring

The entire Nexteer Supplier Requirements document has been rearranged and renumbered to align with IATF 16949.



## **Expectations going into 2018**

- Zero Defects
- Continuous improvement culture
- Adhere to all Nexteer Requirements
- Perfect Launch

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- Management of the Sub-Tier Supply base
- Fast Response to Problem cases and Irreversible Corrective Actions
- IATF Certification .... All audits after October are to IATF standards

### Promote, Live & Lead a Culture of Quality

## Leadership determines the Culture





## **Stephen Shedletzky**

Chief of Staff – Start With Why

#### ABOUT

Stephen supports leaders to create environments where their people feel inspired to go to work, feel safe and valued while they are there, and return home at the end of each day fulfilled by the work they do. In his engaging and dynamic style, Stephen speaks, leads workshops and coaches leaders and organizations to discover, articulate and live their "Why".

As Chief of Staff with Simon Sinek's team at Start With Why, Stephen not only shares the message to inspire others, he plays a key internal role leading culture, product development, and communication initiatives to ensure the Start With Why team brings the Why to life from the inside out. He also co-hosts and co-produces the "Start With Why Podcast", downloaded in over 180 countries. Stephen graduated from the Richard Ivey School of Business with an HBA, focusing on leadership, communication and strategy. He has received leadership and coaching training from the Coaches Training Institute. Stephen travels all over the world and has worked with clients in industries ranging from education, aerospace, banking, healthcare, consumer products, hospitality, government and real estate. Stephen lives in Toronto, Canada with his wife and daughter.





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# THE. GOLDEN CIRCLE







# WHAT

Products sold, services offered or your roles at work and in life.





# HOW

The actions that set you apart from others who do about the same thing you do. Your values, strengths or guiding principles.





# WHY

Your purpose, cause or belief.









# WHAT

### We make electric cars.





# HOW

We reduce our dependency on fossil fuels and make some of the most advanced technologies available to the masses.







WHY Everything we do is to ensure a happy and sustainable future for humanity.

#### HOW

We reduce our dependency on fossil fuels and make some of the most advanced technologies available to the masses.

WHAT We make electric cars.





## **CLARITY OF WHY** Have a clear vision of your purpose, cause or belief.

### **DISCIPLINE OF HOW**

Set the values that naturally align with your purpose & culture and then stick to them.

### **CONSISTENCY OF WHAT**

Ensure that the tangible outputs that you create, the relationships you keep, and the things that you say are clearly connected to your Why.



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#### **NEOCORTEX** Responsible for all of our rational and analytical thought and language.

#### **LIMBIC SYSTEM**

Responsible for feelings like trust and loyalty. It's also responsible for human behavior, decision-making and it has no capacity for language.



## Wrap-Up & Questions



## **OT Benson**

Executive Director Global Supply Management



## **Start With Why**

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HOW

WHAT

## **The Golden Circle**





#### HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

#### WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. It's a purpose, cause or belief. It's the very reason your organization exists.

## Why are your customers your customers?







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Near Term - Stable Growth Aligned with Market

Clear Path Forward to Out-Pace The Market

Lean Cost Structure

Continued Investment In Technologies and Capabilities



## What You Heard Today...

- The market is flat must focus on competitiveness
- Supplier partners have been key to our success Thank You!
- Cost modeling is working Keep momentum going!
- Industry quality standards are changing (IATF 16949)
- Season of preparation Next wave of technology is coming
- SRM continues to be our focus Understand our "why" together
- Get Switched On & Stay Engaged!!





## **Supplier Recognition**



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## **2017 Perfect Quality Award – Criteria**

- Zero Problem Cases (July 2016 June 2017)
- + \$250k Spend
- All Certifications current

## **85 Locations Achieved this Honor!**



## Aikoku Alpha Corp

Inazawa, Japan



## CIE Celaya SA de CV

Celaya, Mexico



## **Daerim MTI Co Ltd**

Chonan, Korea



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## **Gerdau Macsteel Inc**

## Monroe, MI, USA


## **GKN Sinter Metals Inc**

Salem, IN, USA



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# **King Steel Corporation**

## Grand Blanc, MI, USA



# **LH Stampings Corporation**

Fort Wayne, IN, USA



# **Prism Plastics (2 locations)**

Chesterfield, MI, USA

Port Huron, MI, USA



# **Ralco Industries Inc.**

## Auburn Hills, MI, USA



## **Saint Gobain - Rencol**

Bristol, UK



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# **Trelleborg (4 locations)**

Mlada Boleslav, CZ

Sandusky, OH, USA

Queretaro, MX

Salisbury, US



## **Supplier of the Year**



**2017 Outstanding Supplier Award - Indirect** 

### **Fuji Machine America**





### Fuji Machine – Award Background

### Original Sourced Supplier

- Sourced integrator could not deliver to the technical specification on time.
- Delivery had slipped well beyond the sourced MQ date.
- Technical issues were still unresolved forcing Nexteer to take the extraordinary step of cancelling the order
- Fuji Machine America (Through their Integrator Dynamic Machine of Detroit)
  - Brought a lathe Fuji had in stock back from Europe to Chicago
  - Plumbed a vacuum system to remove stringy nylon chips from the machining environment.
  - Procured new work holding that orientated the Double D shaft
  - Developed a system to adequately handle a mix of nylon and steel offal
  - Made sure the entire system was CE marked and returned it to Poland
  - Timing from Purchase Order to MQ1 = 10 weeks



**2017 Outstanding Supplier Award – Direct** 

### **King Steel Corporation**





### King Steel – Award Background

• Perfect scorecard of "100" for the last 2yrs (Quality 40, Cost 30, Delivery 15, Responsiveness 15)

#### Customer Support

- When previous supplier closed a mill that supplied our material King Steel stepped in to deliver a new solution & brand new material PPAP approved in 5 months allowing us to avoid any disruptions for this global product.
- Established JIT to 3 of our plants...allowing elimination of all warehousing costs.
- Procured 300 new dunnage containers to help with supply of cut blanks to our plants as we did not have enough to support.

#### Customer Focus

- Plant 7 had issues cutting the bands used to wrap & ship incoming steel
- King Steel was at plant within 30min to educate the plant on the cut and actually left 2 steel cutters for the plant to use, so that the material was no longer damaged at the plant.

#### Customer Focus

- Another steel supplier mill caught fire and stopped shipping material to our plant 5 on a Friday morning.
- King Steel arranged to have 1M lbs of coil material within 5 days delivered to their warehouse in Holly, MI so that plant 5 production and customer were not impacted. (melt, roll, coil and ship within 5 days over a weekend)

#### Next Generation Design Support

- Worked with Ovako Steel and King Steel during next generation rack design development to deliver 26% cost reduction per rack.
- This will deliver \$1.8M annual cost reduction for the current program



# **Cocktail & Dinner**

