iBase·t

Digitize Quality at the Source: Reinventing Receiving at Sikorsky

▶ **Industry** Aerospace and Defense

▶ **Customer Situation**

Sikorsky Aircraft came to iBase-t with a serious bottleneck—90 days to get parts usable on the shop floor, plus millions spent on outside inspectors. **With our solution, they cut that to a week, slashed costs, and actually made suppliers accountable for quality.** This is what transforming your supply chain looks like when you digitize quality management and embed real-time verification upstream.

▶ **Challenge**

- **Material delays:** Parts took an average of **90 days** to move from the dock to the point of use.
- **Manual inspection overload:** 40+ people were involved in receiving inspection.
- **No pre-verification:** Suppliers were paid upon delivery acknowledgment—not on quality.
- **High defect rates:** Quality inspections were manual, inconsistent, and reactive.
- **Costly containment:** Sikorsky hired **millions of dollars' worth of contract inspectors** to audit suppliers— inefficient and expensive.

▶ **Solution**

- Introduced a **web-based real-time quality validation system** for suppliers.
- Enabled **digital submission of quality requirements,** and **immediate non-conformance reporting.**
- Automated **AS9100 compliance**—including defect containment, propagation, and corrective actions.
- Established **supplier accountability** with a clear DPPM (defects per million) performance model:
    - Perform well = self-managed.
    - Underperform = bring back contract inspectors, now at the **supplier's cost.**

▶ **Outcome**

- **Throughput time dropped** from 90 days to **1 week.**
- **Inspection headcount dropped** from 40+ to **7 (or 9 at peak).**
- **Materials arrived ready for use,** with minimal defects.
- **Multi-million dollar cost savings** in labor and contract inspection.
- A **scalable, sustainable supplier model** built on quality ownership and measurable performance.