

SMS Technologies, Inc.

Kenny Heifner

Vice President of Quality & Operations

SMS Technologies, Inc.

- ❑ Employees - 147 in San Diego (~300 total)
- ❑ Low volume / high mix EMS - Electronic Manufacturing Services including DFM & DFT, RF Technology, Supply Chain Management
- ❑ ISO 9001, AS9100, ISO 13485 and ISO/TS 16949
- ❑ Aerospace & Military Customers:



SIGNAL ENGINEERING, INC.

THALES



Leadership & Culture

- ❑ “Got the right people on the bus”
- ❑ Built a cohesive leadership team committed to a shared vision
- ❑ Followed the SEA Roadmap
- ❑ Overall Customer Satisfaction rating increased by 33%

Operational Excellence

- ❑ Used APQP (Advanced Product Quality Planning) to build high quality into the manufacturing process
- ❑ Used 3-P (Production Preparation Process) to achieve high productivity at launch
- ❑ Productivity increased by 38% at launch then by another 45% after improvements
- ❑ Inventory turns increased from 7 to over 10

Supply Chain Innovation

- ❑ Extended our VSM to our customer and a major supplier
- ❑ Productivity jumped from 250 to 500 units
- ❑ The program started late but will finish on time
- ❑ USAF said that the SEI Engineering / SMS Manufacturing Team was “the best they had ever seen”
- ❑ SEI invited SMS to participate in their product design phase for their next generation GPS

Summary of Results

- ❑ Overall customer satisfaction increased – 33%
- ❑ Productivity increased – 38%
- ❑ Productivity additional improvements - 45%
- ❑ Inventory turns improved – from 7 to over 10
- ❑ USAF quote - “the best they had ever seen”

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Thank You

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