

Nadcap Subscriber and Supplier Perspectives on the 2011 Global Nadcap Supplier Survey Preliminary Results

At the February 2012 Nadcap meeting held in San Diego, Supplier Support Committee (SSC) Chairperson Eric Jacklin (F.M. Callahan & Son Inc.) spoke to Suzanna DeMoss (3M Company), and Christian Buck (SAFRAN). They discussed their thoughts on the 2011 Nadcap Supplier Survey results.

Eric Jacklin: What's your reaction to the Supplier Survey results?

Suzanna DeMoss: I was pleased to see notable improvements in various areas. The SSC is working to improve the program and respond to the concerns of the Suppliers.



SSC Chair Eric Jacklin with Suzanna DeMoss at the February 2012 Nadcap Meeting

EJ: Was there anything that was of particular interest to you?

SDM: There were two areas which interested me.

(1) Auditor Consistency – There was an improvement in both the single and

multiple accreditation questions for checklist interpretation. This was great to see because this is a difficult area to improve as there are human factors which contribute.

(2) How well the SSC represents Supplier interests – In 2007 only 45% agreed the SSC represented their interests, and this increased to 72% in 2011. This shows our activities have made a difference in areas that are of interest to Suppliers. Most Suppliers do not attend the Nadcap meetings, so there has been an increase in communication to the Supplier population, which I think has helped.

Christian Buck: From my perspective it was not so much the individual results, but the confirmation of information through trends in

data from previous surveys.

These trends suggest to me three areas that the SSC can work on to support Suppliers:

- (1) Globalization of the program and how this affects the industry all over.
- (2) Confirmation of flow-down (information circulation between Suppliers both up & down the supply chain).
- (3) Redundancy – better define how the Nadcap audit takes place in a global Customer/Supplier relationship.



SSC Chair Eric Jacklin with Christian Buck at the February 2012 Nadcap Meeting

EJ: Did you find the report out for the survey results effective during the SSC meetings?

CB: There were good example of Suppliers raising questions. Suppliers were engaged in the discussion and there was a good exchange of information between the panel and the whole Supplier base (which was a good heterogeneous mixture of Suppliers from different levels).

The SSC interviews are a good way of exploring interesting topics. If there is something you would like discussed, please send in your suggestions to NadcapSSC@sae.org