At the June 2011 Nadcap meeting in London, UK, Supplier Support Committee (SSC) Chairperson Eric Jacklin of F. M. Callahan & Son Inc. interviewed Nadcap Subscriber representative Heather Meyer (Cessna Aircraft Co.)

**Eric: From a Nadcap Subscriber point of view have you seen process improvements from the past Supplier Surveys?**

Heather: There have been many improvements as a result of the Supplier Survey. Let's take Auditor Consistency as an example. This has been of interest for a long time; however it's the Survey which brings this to life. The Nadcap Subscribers and Task Groups only see a slice of the Nadcap program, whereas the Suppliers see the overall process. Supplier feedback has led to audit feedback becoming a requirement as this information is necessary to see if inconsistencies exist. Growth in the program means that we need to determine where improvements can be made.

The Survey is also taken to the top level. Flow-down and customer requirements are consistently raised as issues and these are also Nadcap Subscriber issues. These areas are highlighted so it's a valuable health indicator for the process. Organizations are driven by data and metrics. The Survey highlights Nadcap Subscriber driver information and we have to have to come to some communal understanding on lessons learnt and good practice. Flow down is a good example: this issue would not have been taken seriously without the Supplier Survey.

**Eric: Do you find the Supplier Survey a valuable tool to communicate the Supplier community’s feelings to the Nadcap Management Council?**

Heather: Yes as it provides one voice and one set of results. It is not just the Non-Destructive Testing version or the Heat Treating version: it gives an overall impression, a collective voice. It especially gives a voice to those who don’t attend Nadcap meetings as elsewhere in the Nadcap system, there is little opportunity for those not attending the meeting. The Supplier Survey is a consistent vehicle for feedback which leads to improvement. These improvements won’t happen overnight: they will come over time.

**Eric: Are you in favor of the kiosks at the Nadcap meetings?**

Heather: I’m definitely in favor of the kiosks. Everyone has a lot to do and this makes responding to the Survey even easier. It only takes a few minutes and the higher the response rate, the better.

**Eric: Do you see a positive movement in the Nadcap system between the Supplier community and the Nadcap Subscribers, thanks to the Survey?**

Heather: The Survey itself provides an opportunity for Nadcap Subscribers and Suppliers to work together. Nadcap Subscribers and Suppliers assemble the questions, they work out the trends, analyze the data and put together an action plan – it’s a working level team.