At the June 2011 Nadcap meeting in London, UK, Nadcap Management Council Chair Pascal Blondet of Airbus interviewed Nadcap Supplier representative Jerry Wahlin (AAA Plating).

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

Jerry: I would say yes, a lot of improvements have taken place. The results are reported to the Nadcap Management Council, who takes them seriously and acts upon them. There are lots of improvements. The time between audits and certification is one good example. Before, it took 350 to 400 days to be certified. This was a major frustration for Suppliers. Goals for completion were put in place and the situation now is less than 60 days between audit and accreditation.

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

Jerry: Yes you get a lot more responses from many of the Nadcap meeting attendees.

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

Jerry: Yes very much so. As you know, you get input from Suppliers as to what questions should be on a Survey. The Supplier-led questionnaire reflects their frustrations. It is put to the Nadcap Management Council who take action. If they accept something, they follow it up. It may take years but it happens.

**Pascal: Do you see a positive movement in the Nadcap system between the Supplier community and the Nadcap Subscribers?**

Jerry: Yes if you go back there was less of a spirit of teamwork and common goals on both sides, more so for Suppliers who experienced frustration. However, the issues are now being worked on and relations have improved.