

## Reliability Maturity Assessment Process Industrial Customer Estimates 8:1 Return on Investment

**Problem:** A large diversified industrial company realized that greater emphasis on product reliability would lead to increased market share providing greater future value. They also realized reduced warranty cost would have an immediate effect on the bottom line. The challenge they faced with their limited reliability engineering skill base was to determine what the best investment in skills, processes and resources would be to enable them to set a focused roadmap to making these realizations a reality. They set out to identify a leading implementer of reliability practices with a proven track record and selected Alion's SRC to help them chart their course.

**Approach:** SRC recommended applying its Reliability Maturity Assessment to evaluate the strengths and weaknesses of the two independent business units to determine which reliability directed processes were mature and supporting business goals and to identify where the best investment in opportunities could generate the greatest return. Utilizing a process developed by SRC based on hundreds of consulting projects, SRC quickly and efficiently identified the opportunities.

**Solution:** Based on SRC's prioritized recommendations, attention to reliability based business practices has surged. Organizational structure changes were implemented and widespread reliability engineering process changes were enacted. One business unit alone realized a 20 million dollar warranty savings in the first three years. The company estimated at an 8:1 return on the cost of implementing the road map in comparison to the realized savings. Sharing of common practices and successes across business units is leading to greater opportunities.

### SRC CONSULTING SERVICES

SRC consulting services address your toughest reliability, maintainability, and supportability (RMS) challenges. Since 1968, we have provided integral support to our commercial and defense customers to achieve their RMS goals. Beyond independent reliability maturity assessment, the trained and experienced reliability professionals at SRC provide expert support to improve your bottom line and meet your customer and mission requirements through:

- Training in reliability and related disciplines
- Developing and implementing of RMS program plans
- Facilitating RMS tasks (i.e., FMEA, R&M assessment, sparing analysis, etc.)
- Optimizing maintenance using reliability-centered maintenance techniques
- Identifying and assessing reliability goals and requirements
- Developing effective accelerated test strategies and procedures
- Conducting root cause and statistical analysis of problem areas
- Collecting and analyzing your data for customized engineering solutions
- Providing practical tools for engineers

The Alion SRC is ready to help you improve the availability, readiness, and total cost of ownership for your product. To get started, contact us today.