



What To Do When A Customer Requests MTBF

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Panic



Restate



Accept



Let's say...

We are creating a new type of vehicle...

we have reliability goals and a model

we share the motor goal with the vendor

they change the goal to an MTBF value

What can you do?

Seriously, what can you do?



Panic



Restate goal



Accept

What Should
You Do?

Supplier Changes Goal



Do they understand the request?

You provide a clear goal.

They convert to goal to MTBF

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Require

Supplier only does MTBF



Do they know what they are doing?

The data sheet only has MTBF

You want to compare to goal

Request Data
or Supporting
Evidence



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Supplier Doesn't Understand MTBF



How to they create reliable products?

You provide a goal

They clearly do not understand MTBF



Example

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Next Steps



We really need to use a
common language

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Require

Request Data

Example

Provide both MTBF and Reliability

More Information

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