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FSP MANAGER  
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## The Sustainable and Efficient Management: **FSP BUSINESS MODEL**

In a dynamic and ever-changing global market, as business leaders, we emphasise “efficiency” as often as we say “good morning”. Inefficient processes and procedures lead to value loss, posing significant risks even for major brands. For instance, while top companies in the S&P index used to stay on the list for 30-35 years in the 1970s, they now only last 15-20 years due to rapid changes (PERRY, 2021). The term “productivity” was first used by Dr. George Bauer in 1556, in his book ‘De re Metallica’. Even after almost 500 years, the drive to improve productivity remains just as strong. The Full Service Provider (FSP) Business Model is crucial to the concepts of productivity and efficiency.

In the automotive industry, pioneers like Karl Benz, Ferdinand Porsche and Henry Ford originally built their cars by hand, but this method was slow. Henry Ford’s serial production revolutionised the industry, though it faced high rework costs due to supply chain issues. Kiichiro Toyoda’s lean production improved efficiency and reduced costs, but wasn’t entirely sustainable due to resource limitations. This led to specialisation and modular production methods, introducing terms like Full Service Supplier (FSS), Full Service Provider (FSP), and Full Service Vehicle (FSV).

**For more efficient and detailed processes, I recommend you to review the theses we have written:**

*“Case Study on the Establishing Conceptual Design of Management Organization and C-Parts Management in FSP Company” (TUNALI,2023)*

*“Implementing Analytic Hierarchy Process Method for Supplier Selection in Fasteners Industry” (OZKAN,2024)*

As Norm FSP, we define our business model as “a partnership and service model that manages every step in bringing two products together, from design to sustainable mass production, to enhance efficiency.” We are managing the world’s biggest commercial vehicle programs and next gen Electric Vehicle Programs” by providing our business partners with efficient and sustainable solutions from idea to final product.

In addition to our in-house production capabilities, our primary responsibility at Norm FSP is to provide comprehensive support to our business partners. Our engineers prioritise design, cost and complexity reduction, while our quality teams ensure compliance with standards and supply chain teams guarantee timely delivery, all aimed at enhancing value and efficiency for our business partners through our FSP Teams.

### Evolution of the Automotive Industry



Craftman



Mass Production



Lean Production



Moduler Production



Sustainability

**// A partnership and service model that manages every step in bringing two products together, from design to sustainable mass production, to enhance efficiency. //**