

# Rapid Response, Inspection and Containment



## The Challenge

A major OEM manufacturer distributing products internationally to retailers experienced a safety defect in one of their products, prompting a product recall. The retailer issued a "stop sale," which immediately eliminated sales generation. The OEM needed to launch a solution that would enable all of the products to be inspected. Those that were defective were contained in a minimal amount of time in over 2,100 locations in the United States and Canada.

## The Solution

In order to mobilize a surge of inspection teams, the major OEM turned to Stratosphere Quality with confidence. Within eight days of initiating contact, the Stratosphere Quality inspection teams were allocated to each location to begin the inspection process.

All teams were thoroughly trained on the OEM's SOPs and work instructions specific to the product defect, allowing the teams to truly "hit the ground running" as soon as they arrived at each location. A dedicated project manager was assigned to oversee and communicate all project details to the OEM. Stratosphere Quality's proprietary software, mComet and SOLAR, provided real-time data collection and analysis to the client throughout the duration of the project. Stratosphere Quality coordinated all driving routes, travel arrangements, logistics and distribution processes for the entire project.

The inspection teams identified any products that had a defect and shipped the products back to the OEM or were fixed by a specialist onsite. The products without faulty parts remained at the retailer ready for sale. By hiring Stratosphere Quality, the OEM was able to continue internal operations without disruption while alleviating the time and resources necessary to address the safety recall.

Stratosphere Quality's expansive geographic footprint in United States and Canada, as well as their expertise in logistics and management, proved to be the ideal solution for overall recall cost containment and project efficiency.

## The Results



Retail Locations



States Covered  
in the United States



Provinces in  
Canada Covered



Identified and  
Contained 2% Fallout



Alleviated Potential Safety  
Hazard in Minimal Time

**TO START A QUALITY PROJECT CALL 1-877-224-8584**