



# STRATOSPHERE QUALITY CASE STUDY

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.

### ✓ MINIMAL DEPLOY TIME

Within eight days of initiating contact, Stratosphere Quality inspection teams were allocated to each location.

### ✓ MINIMAL ONBOARDING TIME

Teams were thoroughly trained on the OEM’s SOPs and work instructions specific to the product defect, allowing teams to “hit the ground running”.





### ✓ DEDICATED MANAGEMENT

A dedicated project manager was assigned to oversee and communicate all project details to the OEM. Stratosphere Quality’s proprietary software, and SOLAR provided real-time data collection and analysis to the client throughout the duration of the project.

### ✓ RAPID RESULTS

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.

## WHY WE WERE HIRED

-  Expansive geographic footprint
-  Expertise in logistics and management to reduce operational disruptions
-  Alleviation of time and resources necessary to address safety recalls
-  SOLAR technology for tracking real-time results