



QUALITY LIAISON CASE STUDY

CUSTOMER CHALLENGE

Tier 1 Automotive customer was dissatisfied with their current 3rd party Quality Liaison at a major OEM. There were many issues, including limited information on potential customer complaints, errors and conflicts in reporting findings/complaints, and parts not being returned in a timely manner or at all for evaluation. This resulted in a broken relationship with their large OEM customer and more quality management time facilitating replacement parts and resolving customer concerns, all while spending more costs on replacement parts and sorting that may have otherwise been avoided.

STRATOSPHERE QUALITY'S SOLUTION

The customer had worked with Stratosphere Quality on past projects for sorting, inspection, and quality technician support. The Tier 1 turned to Stratosphere Quality with confidence they would provide a trained and experienced resource, and the data management they've come to expect.

PROJECT STAFFING

Stratosphere Quality has a vast geographic footprint and was local to the OEM customer area. The program scope and candidate were reviewed in advance and customer agreed that Stratosphere Quality had the right resource to staff the Quality Liaison role. The parties created a daily response plan within the budget of the customer, but also remained flexible to facilitate any growth needs while supporting any potential customer complaints.

PROJECT SCOPE & TECHNOLOGY

Stratosphere Quality visited the customer location in advance of ramp up to review their plant process, parts, and similar past quality complaints. Utilizing their technology and SOLAR Echo form, Stratosphere Quality created a custom form that captured the critical details of each complaint/issue in their customer database, SOLAR Engage, and provided live in-plant reporting. An escalation process was also put into place based on the OEM customer complaint impacts and the findings of the Stratosphere Quality Liaison.

PARTNERSHIP IMPACT

Customer has saved over \$20k above their cost after just a few months. Customer determined these major cost savings were driven by the ability to limit scrap parts and subsequent sorting expense with a streamlined quality response, and also addressing their customer on-site needs effectively and in a timely manner. Stratosphere Quality's Liaison and processes helped facilitate these savings and program success by improving and focusing on communication, reporting, and program flexibility.

STRATOSPHERE QUALITY ASSETS

- SOLAR Echo Form Creation
- Real-time Results Tracking
- Expansive Geographic Reach & Availability
- Refined Quality Best Practices
- Program Experience & Flexibility