

## CASE STUDY

# RAPID RESPONSE REWORK



## WHAT WOULD YOU DO IF YOUR SALES WERE AT 136% OF GOAL AND THEN IMMEDIATELY DROPPED TO ZERO?

### THE CHALLENGE: RESOURCE ALLOCATION

A major OEM that provides products to a large international retailer, needed to move quickly and efficiently to replace a bad batch of parts from a Tier 1 supplier. This issue immediately hampered sales of the product, which in turn halted the generation of revenue. Rather than sending the part back to the OEM, the retailer wanted it changed on-site at each retail location. A large number of stores, which span fifteen different states, needed the part changed before sales could continue. Current sales, prior to the issue, were at 136% of the goal, and the sales sank to 0% immediately following the issue. The challenge is to reach all of the stores in an efficient time without pulling key resources off of current projects.

### THE SOLUTION: SPEED, SYSTEMS AND SERVICE

Stratosphere Quality was hired to execute the product changes at all 786 retail locations. Stratosphere Quality's robust geographic footprint allowed for immediate execution across multiple states. Stratosphere Quality's management teams generated work instructions, both in written and video format, for all employees and locations. This created consistent workflow training for the execution of the project. Stratosphere Quality assembled teams consisting of approximately 20 members each, and established 5 key distribution points for shipment of the new part. Stratosphere Quality identified and controlled all driving routes, travel arrangements, truck rentals, logistics and distribution processes involved with the product rework. Working around the clock, Stratosphere Quality provided the necessary on-site resources to identify the nonconforming parts, replace those parts and get the product on the sales floor.

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The Solution continued...

Halfway through the project, the OEM contacted Stratosphere Quality about another Tier 1 product issue that needed to be addressed at the retail locations. Within minutes, Stratosphere Quality was able to implement additional instructions, change the process to include the scope of the project

and the new parts, and successfully execute the additional part replacements within the same time frame as the original project. The OEM received daily reports and ongoing communication regarding the project status, the products back in circulation and project outcomes.

## THE RESULTS



**QUICKLY INCREASED SALES  
ACROSS 786 STORES**

DUE TO **EXPERTISE IN QUALITY** CONTROL, TRAINING PROCESSES & OPERATIONS, STRATOSPHERE QUALITY COVERED **786 STORES**, LOCATED IN **15 STATES**, IN FEWER THAN **10 DAYS**.

Sales began to increase within the first day of the project due to the speed, consistency and accuracy of the Stratosphere Quality team. The OEM was able to add an additional replacement project on top of the original project, because of Stratosphere Quality's flexibility and workflow instructions. The OEM was able to get both products back on the sales floor without hampering or jeopardizing any internal resources for the completion of either project.

KEEP YOUR SALES ON TRACK

**START YOUR NEXT  
QUALITY PROJECT  
WITH US TODAY!**



◀ **SCAN, CLICK**

OR **CALL 877-224-8584**