

# Optimizing Quality Management A Case Study of Consolidating Liaison Support with Team Quality Services



## Introduction

Team Quality Services (TQS) specializes in providing resident liaison support for tier 1 suppliers in the automotive industry. By consolidating multiple liaison contractors into a single provider, TQS offers a seamless solution for managing quality issues across various OEM locations.

## Problem

- 1 A reputable quality manager was facing challenges while dealing with quality issues at 10 different OEM locations.
- 2 Managing nine separate liaison contractors led to inefficiencies in communication and documentation.
- 3 Excessive time spent on approving invoices and tracking quality issues hampered the quality manager's productivity.
- 4 Documenting and analyzing issues for reporting purposes were time-consuming and relied heavily on memory.

## Solution

- 1 The customer consolidated their liaison network with TQS, benefiting from flat-rate pricing and volume discounts.
- 2 Utilizing TQS's proprietary platform, Qnet™, streamlined tracking and summarizing actions taken at each affected location.


## Results


- 1 **Efficiency Gains**
  - ✓ Consolidating liaison services with TQS saved time in coordinating issues across OEM locations.
- 2 **Cost Savings**
  - ✓ Combining 10 locations with TQS resulted in significant cost savings, averaging \$161,167 per year.
  - ✓ Flat-rate pricing and volume discounts contributed to the reduction in liaison service expenses.
- 3 **Productivity Enhancement**
  - ✓ Approving only one invoice per month reduced administrative burden and allowed the quality manager to focus more on addressing quality issues.
  - ✓ Utilizing Qnet™ enabled the quality manager to quickly generate detailed reports for analysis, enhancing productivity and accuracy.


## Conclusion

By partnering with TQS and leveraging their comprehensive liaison support and innovative technology, the quality manager successfully overcame the challenges associated with managing quality issues across multiple OEM locations. The streamlined processes, cost savings, and productivity enhancements achieved underscore the value of TQS's services in optimizing quality management operations for automotive suppliers.

# The Breakdown

 <h2>Problem</h2>	<p>A reputable quality manager was shipping parts to 10 different OEM locations across North America, including 1 in Europe and was dealing with 9 different liaison independent contractors when quality issues arose, forcing them to call each individual person and document which locations had issues and which ones didn't.</p>	<p>The quality manager was spending hours per week approving invoices, additional overtime from liaisons, and was spending less time on any quality issues that came up.</p> <p>Across the 10 locations, the customer was spending an average of \$25,570 per month in liaison services.</p>	<p>When the quality manager's boss asked for an analysis of the issue, the quality manager had to spend time documenting and coming up with which locations were impacted and document the timeline of what happened from memory.</p>
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 <h2>Solution</h2>	<p>The customer combined their liaison network into one provider: TQS.</p>	<p>The quality manager benefited from TQS's flat rate pricing and volume discount pricing.</p>	<p>The quality manager used Qnet™ to track any actions taken at each affected location into a summary.</p>
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 <h2>Results</h2>	<p>This saved time in coordinating issues across each OEM location. Additionally, maintaining one customer service and support team ensured that problems were dealt with swiftly and carefully.</p>	<ol style="list-style-type: none"> <li>1. Because they combined their 10 locations with TQS and benefited from flat rate pricing and volume discount pricing, they saved an average of \$161,167 per year! &lt;SEE CHART BELOW&gt;</li> <li>2. The quality manager was only having to approve one invoice.</li> </ol>	<p>The quality manager was able to grab the issue timeline from Qnet™ and prepared the report to their boss within minutes.</p>
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	 Contracted Hours	 Flat Rate
<b>Base Price (Avg. across all 10 locations)</b>	\$35/hour	\$1,344.00
<b>Service Locations</b>	10	10
<b>Hours Per Week (Avg. across all 10 locations)</b>	15	Unlimited Hours
<b>Overtime (Additional Hours)</b>	\$1704 Per month	Unlimited Overtime
<b>Weekend Production</b>	\$1136 Per month	Unlimited Weekend Coverage
<b>Discount</b>	NO DISCOUNT	9%
<b>Monthly Costs (10 service locations)</b>	<b>\$25,570</b>	<b>\$12,139</b>

**Total Annual Savings of \$161,167!**