

Do your operations stink? Would you know if they did?

Now more than ever your customers expect quality & value

As their revenues shrink, they expect not only lower prices, but more bang for their buck. If you're not running a quality-driven company both inside and out, you may get replaced. You can't justify your quality if you don't know how your customer measures it.



**Do you know how your customers define quality?
And are you measuring what counts? Do you know
what Quality MEANS to your customers?**

When your drivers pull away from your dock to make their Monday morning deliveries, do you spend the rest of the day waiting for the bad news?... Is your customer service department overwhelmed because of quality

issues?.....Do your customers look forward to your deliveries, or do they dread them for lack of confidence in what's actually going to come off your truck?... Have your customers come to expect 1) spoiling products, 2) damaged and dented boxes, 3) product at the wrong temperature, or 4) high-rejection rates for non-conformance?...



And you Wonder Why They Hate You.

So How Do You Currently Measure Your Quality? Dirty Invoices? Well, does the count keep going up as the month goes by? Perhaps because that is measuring quality in the "rear view" mirror. It gets worse as time goes by because the customers get a chance to pick at the order and find things that are wrong.



Lets Paint a different picture.

Imagine Mondays were great days...because your customers have complete confidence in you and know what to expect.....because customer service is busy taking orders... .. because you aren't afraid your clients will dump you any day now...

If you want to preempt your competition you have to deliver more value and quality.

How Would it Feel If Your Customers Loved You? What do you need to make that Happen? A Quality Planning Initiative.

A QUALITY PLANNING INITIATIVE ENTAILS TAKING PROACTIVE MEASURES. LIKE...

- Checking in with your customers before they call you
- Auditing loads
- Cycle counting
- Implementing an example program
- Blind audits
- Feedback analysis & corrective actions



ON THE SUPPLIER SIDE A QUALITY PLANNING INITIATIVE INCLUDES

- Measuring & Tracking the cost of poor supplier quality
- Cost recovery
- Supplier Audit
- Supplier Scorecard
- Closed Loop Corrective Action
- Engaging Suppliers in Quality Systems

Do you need help understanding and implementing your own Quality Planning Initiative? We understand. We have done it before. We understand how to delight customer—because that is the name of the game. We help our clients every day find ways to make their customers fall in love with them. How would it feel to be under our care, guidance & protection?