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Agile Electric: Quality Issues in a Global Supply Chain

Introduction

The case of Agile Electric focuses on the various issues pertaining to maintaining organizational quality in the context of a global supply chain network. One of the most important issues of Agile electric, an automotive component manufacturing company from India was the fact that it could not abide by the quality standards in meeting the international clients' requirements. As from the lean manufacture method the case focuses on several critical areas and strategic choices related to quality management in a competitive multination supply chain.

Background

This paper discusses problem one at the supplier Agile Electric which deals in spare parts to most automobile companies and faced recurring quality problems which threatened to affect its reputation and business relations. These issues had to be solved to enable the company to continue to effectively compete with other organizations. Some of the issues were drawn as fluctuations in the quality assurance procedures available in the company, failure in communication between the various stakeholders and the disparity in the quality that is expected from different countries.

Training and Development:

It was important to particularly bring about a positive change in the training and development policy of the employees. Agile Electric could possibly be able to increase the competencies of its workforce, which would therefore better the quality of standards that are followed and improve its problem-solving ability.

Leveraging Technology: The possibility of improving the process of quality definitions and enhancing the application of quality management systems by using a much more efficient form of quality management that is based on the application of a number of high-tech solutions resulting from using real-time data analytics.

Conclusion

This aspect is evident in the circumstances that surround the Agility Electric's services where global supply chain entails meeting high levels of quality. If Agile Electric focused on such strategies as process standardization, communication enhancement, and followed the path of employment training, technological integration, the quality issue could be addressed effectively, thus enhancing the company's presence in the global market. Solving these concerns does not only lead to the satisfaction of the company's customers but also to the improvement of its organizational efficiency and competitiveness.

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