

## **OVERVIEW**

The client is a US-based company which designs and markets its own decorative hardware. Suppliers are in China (North & South China) and Thailand. The core technical component is zinc die-casting and finishing.



EDS was brought as a supply chain expert to:

- Extend supplier base by providing
- Supplier identification
- Production transition
- Quality control
- Ensure achievement of client growth strategy

## **CHALLENGES**

The three main challenges were:

- 1. Taking over all production oversight and quality control while production was ongoing
- 2. Relocation of production for client's 2nd largest supplier from China to Thailand
- 3. Transferring 700 SKU's from South China to a new supplier in North China

The client is leading decorative hardware company based in the United States.

Year: 2017-ongoing

Client Country: USA

Service countries:

China, Thailand

EDS International's Role:

- Supply chain management
- Identification & sourcing new suppliers
- Manufacturing supervision
- Production transfer
- Cost reduction
- Quality control

## **APPROACH & KEY ACTIVITIES**

- Established robust systems and processes for current production
- Determined acceptable quality levels of each product
- Conducted 100% inspections for each shipment
- Provided technical input and suggestions to suppliers on how to achieve acceptable quality
- Followed up with suppliers to ensure completion of action
- Managed shipment dates with suppliers and traced shipments with freight forwarders
- Created and updated project trackers for 2 production transfers

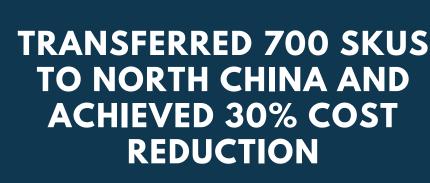
- Assigned a dedicated engineer to each transition
- Acted as the supplier interface on new products and new packaging designs
- Handled quotations and price negotiations on existing and new products
- Identified, led and managed costreduction initiatives
- Facilitated weekly project management conference calls with customer and suppliers to ensure status was clear and risks and issues were being proactively managed

## **RESULTS & BENEFITS**











TRANSFERRED
PRODUCTION TO
THAILAND IN 6 MONTHS
AND AVOIDED TARIFFS



QUALITY IMPROVEMENT SO THAT INCOMING INSPECTIONS NO LONGER NECESSARY



ESTABLISHED A QUALITY DATA DASHBOARD USING IN-HOUSE DATA ANALYTICS TOOLS