

OPERATIONS & FULFILLMENT®

The Authority on Direct-to-Customer Fulfillment

December 2001

Product Review Section

WORKING GEAR

3rd Party Fix-it Shop

BREAK TIME

By Thomas G. Dolan

There was a time when most goods sold in this country were made in this country-when you received a faulty shipment, you could send it back. But now that most goods sold domestically are made overseas, sending them back to the manufacturer will cost you time, money, and customers.

"To over-promise and under-deliver is the cataloger's nightmare," says Doug Easley, the new market development/sales director of Quality Corrections and Inspections, an industrial outsourcing services and fulfillment company headquartered in Duncansville, PA. Quality Corrections and Inspections started out in 1986 as an inspection and repair service for the footwear industry. It has since expanded to cover a wide variety of other businesses, including apparel, sporting goods, housewares, and electronic equipment packaging.

According to Easley, Quality Corrections and Inspections performs audits and inspections of incoming shipments using quality standards that its customers establish. Quality Corrections and Inspections can sort first quality from second quality, analyze defects, and in most cases, fix problems. Repairs, reworking, restitching, alterations, hardware replacement, packaging, and kitting and other assembly are all part of the services offered. "We also know what to look for," Easley says. "A lot of footwear from the tropics arrives full of mildew." In addition to serving independent fulfillment companies, Quality Corrections and Inspections can do the fulfillment itself.

Many merchants don't realize, Easley says, that there are tariff refunds for defective goods, and that these refunds can be used to pay a company like his to make corrections. Says Easley, "We can help you get your merchandise to market on time without returning to the vendor."



QUALITY CORRECTIONS & INSPECTIONS

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