

# Solving Quality Control Issues Overseas

## Case Study: Golden State Blinds



### SUMMARY

#### Industry

- Retail home products

#### Customer Location

- Capistrano Beach, CA

#### Business Situation

- Golden State Blinds manufactures window treatments for the US market from its operation in California; however, some components are supplied by Asian manufacturers.

#### Technical Situation

- Goods were being manufactured in Asia and arriving in the US with quality issues. The company did not have local resources in Asia to manage supplier quality systems.

#### Solution

- NLS was able to visit the supplier and put in quality controls. Being local and able to speak the language made the process very easy and cost effective.

#### Benefits

- Golden State Blinds' supply base has much better quality performance.
- The company has noticed a significant reduction in manufacturing costs and warranty issues.

#### Solutions / Services

- NLS quality services from our local Asian office

### Company Overview

Golden State Blinds is a manufacturer of high quality wood blinds and shutters.

### Situation

Golden State Blinds was looking to solve an on-going quality problem with their high-end wood shutter line. Jeff Jung, the company president, was flying to China regularly to inspect shutter components. Mr. Jung had to make sure the faulty shutter components were fixed before they were shipped to his facility in Mexico.

Without his presence, Mr. Jung was finding that the faulty products would be sent over regardless of their imperfections. Unfortunately, once the product leaves Asia, it is very difficult to return the items and receive a refund. Due to the frequency of these occurrences, Mr. Jung thought it must be standard practice when dealing with Asian manufacturing companies.

### Solution

Mr. Jung was scheduled to take a trip to China, but an unforeseen emergency arose that kept him from being able to complete the trip. In a panic, he did some quick research and learned about Northern Lights Solutions. He called us to see if we could help. Due to NLS having an overseas office, our engineering team in Hong Kong was able to be directly involved in the manufacturing and inspection processes on a daily basis, and ensure that things were done correctly.

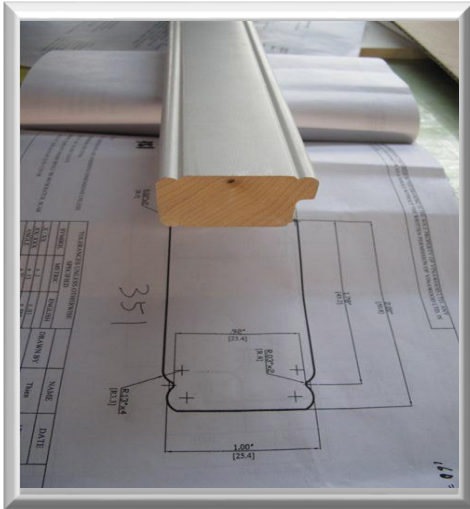
### Experience

NLS consists of a team of specialized experts around the globe who are dedicated to creating better products with advanced and sustainable materials. We have inspected hundreds of containers and thousands of unique specialty products for our clients. The president, Roger Tipton, has a background in the window treatment industry, and he was glad to demonstrate his expertise to Golden State Blinds.

Jeff Jung was relieved that NLS could help. He was impressed that NLS' Hong Kong office was able to inspect these products, correct the defective ones, and put quality controls in place to prevent future occurrences. For Mr. Jung, NLS was an excellent route to take. We were the independent voice with the means to represent Golden State Blinds, and understand the ongoing issues at the manufacturing facility.

## Results

NLS provided data showing that the rate of defective components was anywhere between 4 to 38%. Golden State Blinds was able to use this information to negotiate a discount on these orders. It also was the source of the discussion for improving the quality control program at the supplier, which was great for our client's bottom line.



Parts being compared to the customer's print

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