



## Study of Role of Quality in Supply Chain Management

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**Abstract :** Supply Chain management(SCM) is pushed and encouraged to gain “least cost feasible” when identifying & qualifying new suppliers. Inside the past decade the focus of SCM is to agreement with suppliers from low price international locations. The SCM department is frequently diagnosed for exceeding their annual desires for cost financial savings. Sadly, in the life cycle of the very last product the preliminary fee financial savings by using SCM ends up in more expenses whilst the final product is manufactured and introduced.

**Key Words :** SCM. Six Sigma, Quality.

**Introduction :** The price increase outcomes from transform in manufacturing and bad great of products brought due to the fact the SCM negotiations focused on rate and no longer fine. This problem is considerable for each services and products, e.g. parts, software program companies, transportation, and so forth. Historic information and experts declare great influences 30-70 percent of the very last price of the product. Elements impact extended in cost of products are:

- Rejected elements with the intention to want to get replaced, again, scrapped or fixed;
- Software or part failure during first-rate trying out, and/or and the following level of integration or assembly;
- Delays in re-paintings and substitute impacting production agenda;
- Client dissatisfaction after product delivery and guarantee expenses

Six Sigma rule of thumb is Determined “minimum waste possible”, which counters SCM goal of “least value feasible” which leads to elevated prices at every step of the final product. In there “rule of 10” is a fee to replace or restoration an assembly will increase by using 10X at each step of development due to the negative best of the low cost product. As an instance; a casting costing \$a hundred is examined on site and at step one the casting fails. The replacement for delivery charges, delays, etc. will value 10X or about \$a thousand. If the casting passed step one, and



changed into set up inside the assembly as the following step, the value might increase through 10X to \$10,000 due to the fact the assembly could not be completed due the casting being out of tolerance exact with the aid of the engineering drawings.

### Research Type:

This research is an empirical study of the given topic. It consists if the quantitative analysis of the responses gathered from various respondents.

### Sampling technique:

Probability sampling is used in the research to filter individual from population. Stratified random sampling and cluster sampling techniques used for the research.

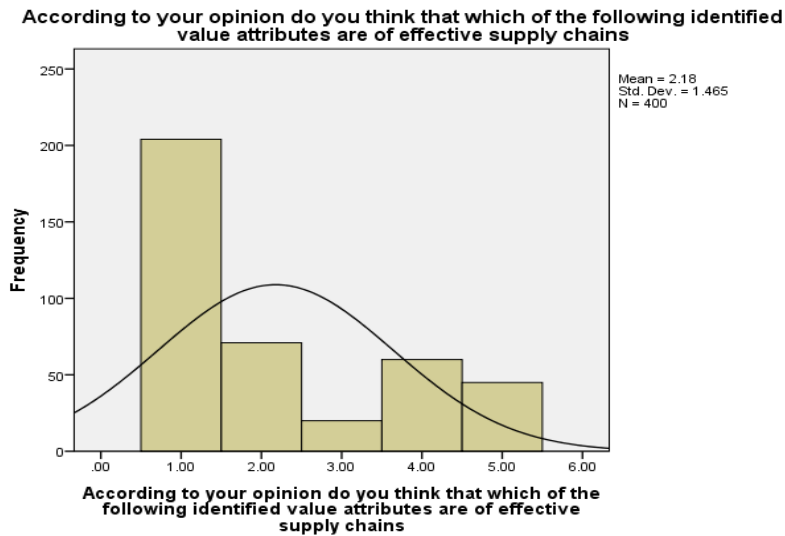
### Objectives

To find the quality impact of SCM in manufacturing industry in Delhi NCR.

**“According to your opinion do you think that which of the following identified value attributes are of effective supply chains”**

	Frequency	Percent	Valid Percent	Cumulative Percent
Value to end user	204	51.0	51.0	51.0
Customer service	71	17.8	17.8	68.8
High speed of delivery	20	5.0	5.0	73.8
Quick response	60	15.0	15.0	88.8
Other than above	45	11.3	11.3	100.0
Total	400	100.0	100.0	

### Graph



From the analysis we have found the details mentioned in the above graph and table and it states that the sample data is concerned about 400 employees. In the Part – 2 “Quality impact of supply chain management in manufacturing industry in Delhi NCR” it was asked "According to your opinion do you think that which of the following identified value attributes are of effective supply chains" 204(51%) respondents responded Value to end user, 71(17.8%) respondents responded Customer service, 20(5%) respondents responded High speed of delivery and 60(15%) respondents responded Quick response and 45(11.3%) respondents responded Other than above.

**Table**

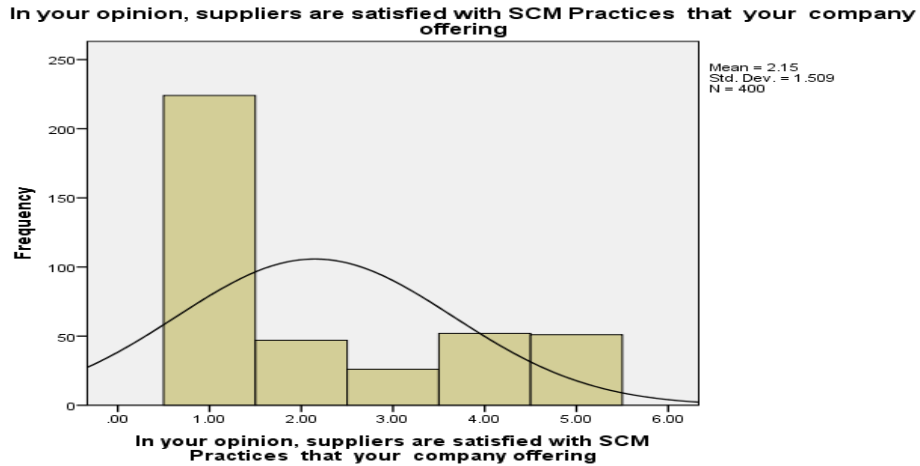
**“In your opinion, suppliers are satisfied with SCM Practices that your company offering”**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	224	56.0	56.0	56.0
Agree	47	11.8	11.8	67.8
Valid Neutral	26	6.5	6.5	74.3
Disagree	52	13.0	13.0	87.3
Strongly Disagree	51	12.8	12.8	100.0



Total	400	100.0	100.0
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**Graph**



From the analysis we have found the details mentioned in the above graph and table and it states that the sample data is concerned about 400 employees. In the Part – 2 “Quality impact of supply chain management in manufacturing industry in Delhi NCR” it was asked "In your opinion, suppliers are satisfied with SCM Practices that your company offering" 224(56%) respondents responded Strongly Agree, 47(11.8%) respondents responded Agree, 26(6.5%) respondents responded Neutral and 52(13%) respondents responded Disagree and 51(12.8%) respondents responded Strongly Disagree.

**Table**

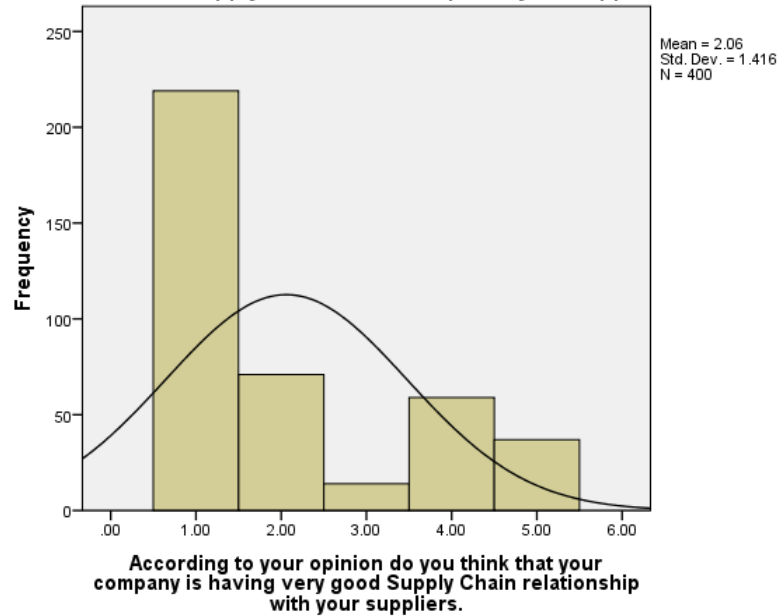
**“According to your opinion do you think that your company is having very good Supply Chain relationship with your suppliers?”**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	219	54.8	54.8	54.8
Agree	71	17.8	17.8	72.5
Neutral	14	3.5	3.5	76.0
Disagree	59	14.8	14.8	90.8
Strongly Disagree	37	9.3	9.3	100.0
Total	400	100.0	100.0	

**Graph**



According to your opinion do you think that your company is having very good Supply Chain relationship with your suppliers.



From the analysis we have found the details mentioned in the above graph and table and it states that the sample data is concerned about 400 employees. In the Part – 2 “Quality impact of supply chain management in manufacturing industry in Delhi NCR” it was asked "According to your opinion do you think that your company is having very good Supply Chain relationship with your suppliers?" 219(54.8%) respondents responded Strongly Agree, 71(17.8%) respondents responded Agree, 14(3.5%) respondents responded Neutral and 59(14.8%) respondents responded Disagree and 37(9.3%) respondents responded Strongly Disagree.

**Table**

**“We consider quality as our number one criterion in selecting suppliers.”**

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	201	50.3	50.3	50.3
Agree	92	23.0	23.0	73.3
Neutral	21	5.3	5.3	78.5
Disagree	44	11.0	11.0	89.5
Strongly Disagree	42	10.5	10.5	100.0
Total	400	100.0	100.0	



**Graph – 4.12**



From the analysis we have found the details mentioned in the above graph and table and it states that the sample data is concerned about 400 employees. In the Part – 2 “Quality impact of supply chain management in manufacturing industry in Delhi NCR” it was asked "We consider quality as our number one criterion in selecting suppliers." 201(50.3%) respondents responded Strongly Agree, 92(23%) respondents responded Agree, 21(5.3%) respondents responded Neutral and 44(11%) respondents responded Disagree and 42(10.5%) respondents responded Strongly Disagree.

**Conclusion :**

A current look at highlighted similarities & variations b/w deliver chain & operations managers as to nice integration. deliver chain managers emphasized using benchmarking, grievance resolution, layout for environment, organization useful resource making plans, provider improvement, trade management, attention groups & supply chain method improvement more than operations managers. whilst both supply chain & operations managers realize cost of ISO9000, in their operations managers emphasize this system barely greater than supply chain managers. deliver chain control is centered on improving future performance, whilst operations managers are technique-oriented. deliver chain management need to flow past its transactions fee-based totally perspective focused on purchaser-provider courting. considering customers



pressure deliver chain control & pleasant management, integration of first-rate & supply chain dreams will broaden a extra competitive enterprise. Integration difficulties arise due to a lack of shape, organizational way of life, reward device, & amount or lack of communicate across capabilities.

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