

Apparel

Technology & Business Insight - From Concept to Consumer

QUALITY CORRECTIONS and INSPECTIONS...

the **Fix-It Guys**

by Jules Abend, Contributing Editor

After all is said about quality control and how crucial technology has become in achieving overall customer service levels, inevitability, costly mistakes still happen, leaving manufacturers holding the bag, and frustrating retailers who need goods to sell.

That's why Duncansville, PA-based Quality Corrections & Inspections' 60,000-square-foot plant is busy.

The 21-year-old, 100-employee company can repair and alter virtually any type of apparel and footwear, and serves clients that manufacture anywhere from \$1 million to \$10 billion worth of goods annually. Doug Easly, sales and marketing director, says companies often seek Quality Corrections & Inspections' services when "the goods aren't making them any money." (Ask Doug for a copy of Apparel Magazine's QCI article, "Refurbishment: Turning Problems in to Profits").

For example, a catalog company may have invested hundreds of thousands of dollars into printing catalogs six months before they receive goods. Then if they receive faulty

products and can't deliver, the consumer is going to go down the street to the next retailer, Easly says.

Easly says many firms are not aware that if they receive faulty imported goods, they can recoup some tariff money and use it to repair the merchandise, thanks to a customs valuation law and regulation.

Easly explains: "Say the products are worth \$100, and the importer was charged a \$10 tariff on each (product), but because they are damaged, the tariff is reduced to \$5. Then, companies that can't afford to ship something back, due to the small window of opportunity in retailing, can use the refund to repair the goods in the United States, turning the shipment around in one or two weeks vs. two or three months. Everybody wins if everybody meets the deadline for the products."

Over the years, Quality Corrections & Inspections has fixed a variety of problems, from cracking and bleeding to mold and mildew in garments produced in humid, tropical areas. The results can add up to millions of dollars' worth of sellable inventory vs. devalued inventory. "In the long run, if we can refurbish something that you are going to job off at 20 cents on the dollar, we can put it back to 90 cents, or actually back to a dollar," Easly emphasizes. "If everything were always perfect, we wouldn't be in business."

Inspector Corrector says:
For more information about
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