

# HENDERSON

## HOME NEWS

*If it's important to Henderson, it's important to us.*

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## Quality Corrections solves global problems in Henderson

By Joshua Primack

Quality Corrections & Inspections actually solves other people's problems.

The 19-year-old company expanded its operations to Henderson in October from Duncansville, Pa., to be closer to the West Coast importing industry.

Quality Corrections & Inspections (QCI) provides repair and inspection services to retailers around the United States on products foreign and domestically produced. This is the behind-the-scenes operation that helps keep the retail world spinning on its axis.

Operations manager Randy Burk calls QCI "crisis management."

"We're in the problem solving business," Burk said.

The company takes products with some type of problem - running ink, mold, short shoe insoles - and repairs the product to meet the retailer's specifications.

What might be a possible job? Maybe a manufacturer in Asia makes 300,000 logo shirts, but the logo is wrong. Quality Corrections & Inspections uses its state-of-the-art facility and staff of 85 employees to get the right logo on the shirt in just a few days.

The key, Burk said, is the quick turnaround time in an industry where

all manufacturing and delivery is "just in time."

"When we get a call we're already behind the eight-ball," Burk said.

The process is simple in its conception but complicated in its execution. Customers overnight a sample of their product to QCI and the company's industrial engineers produce specific estimates on the time, cost and process through which the corrections must be made.

"We have to be accurate," Burk said. "You can't do the impossible, but we try our best. We won't over-promise and not deliver."

If QCI feels it can meet the goals in the allotted time, which usually is just a couple of days on tens or hundreds of thousands of items, it takes the job.

Burk jokes that his company is like the undertaker. "People don't want to deal with you, but they're glad your service is available."

Retailers get relief from QCI because a product line could potentially be saved where it would otherwise be useless.

The exciting part of the job is QCI deals with a variety of customers and products. The landscape is ever changing "You don't do the same thing every day," Burk added.

Other services provided by QCI include: inspections, out-sourcing and remote staffing, and destruction. The company also sorts through products to find first and second-quality items.

Industries utilizing QCI's services include: manufacturers, importers, distribution centers, retailers, cataloguers, footwear manufacturers, toy manufacturers, government agencies and insurance companies.

Besides QCI's small army of capable employees, the company's warehouse is stocked with equipment of all kinds such as clothes steamers, dry cleaners and more.

For more information, call (702) 719-2322 or visit its website at [www.quality-corrections.com](http://www.quality-corrections.com).



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