



YOUR TRUSTED QUALITY ASSURANCE PARTNER FOR SUPPLIERS



QLS is a trusted third-party quality assurance liaison that partners with suppliers across North America to proactively prevent quality issues, minimize production disruptions and protect supplier reputations.

With over two decades of expertise, QLS has built a reputation for delivering responsive, on-site quality assurance solutions that keep customer relationships strong and parts moving through production.

By acting as an extension of your quality team at the OEM facility, QLS provides real-time quality intervention, bridges communication gaps, and ensures continuity between your internal processes and those of your customers.

We Serve Suppliers in a Range of Industries:



Truck
(Medium/Heavy)
& Bus



Recreational
Vehicle



Construction &
Agriculture



Powersports
Manufacturing



Aerospace &
Defense



And More

Supplier-Focused Services for Production Continuity

QLS offers a comprehensive suite of quality management services that are specifically tailored to the needs of suppliers. These services help suppliers resolve issues quickly, maintain high performance metrics, and reduce the risk of costly chargebacks or production downtime.

- ✓ **Supplier Representation at OEM Facilities** • We serve as the supplier's eyes and ears on-site, identifying and resolving quality issues in real time before they disrupt production.
- ✓ **Inspection, Containment & Repair** • Our technicians quickly identify and address non-conforming parts through inspection, containment and rework, reducing defects and minimizing waste.
- ✓ **Level 1 & Level 2 Containment** • QLS enforces supplier-controlled (L1) and OEM-supervised (L2) containment to identify defects early and keep faulty components from reaching production.
- ✓ **Quality Monitoring** • We track part quality in real time, identifying trends and flagging issues before they disrupt production—helping suppliers reduce PPM and improve their response times.
- ✓ **Continuous Improvement** • Our proactive process audits, defect trend analysis and corrective actions help eliminate recurring quality issues and strengthen your OEM scorecard.
- ✓ **New Product Launch Support** • We assist suppliers with verifying part quality during new product rollouts and engineering changes, reducing the risk of launch delays or early field failures.
- ✓ **Other Specialty Services** • From conducting post-production inspections to repairing wire harnesses to IPC-A-620 standards, we deliver specialized supplier support where and when you need it.

PROVEN RESULTS: Protecting Supplier Performance Across State Lines

When a supplier faced a critical quality issue with an OEM customer, QLS mobilized a team of quality technicians to five locations across different states—all within 48 hours. Our rapid, on-site response enabled 100% inspection, preventing non-conforming parts from reaching production. This allowed the supplier to avoid costly disruptions, reduce its PPM and protect a major, at-risk OEM relationship.

Why Suppliers Trust QLS

Suppliers rely on QLS to be their **embedded quality assurance partner**—one that delivers rapid response, clear communication and proactive problem-solving directly on the manufacturing floor.

Our technicians are experienced, mobile and deeply integrated into customer sites. We respond in real time to resolve quality issues before they impact production, minimizing rework costs, warranty risk and OEM scorecard penalties.

QLS bridges the physical and operational gap between you and the OEM, taking a **proactive, boots-on-the-ground approach** to ensure seamless quality system alignment.

With **comprehensive coverage throughout North America** and a workforce of certified quality professionals, QLS delivers unmatched value across every engagement. We adapt to your systems, support your goals and protect your reputation every step of the way.

The Dot Advantage

Our proprietary Dot system provides suppliers with real-time project visibility, communication tools and performance analytics on a 24/7 basis—all in one secure platform.

- ✓ **Instant Project Oversight** • Access inspection results, photos and updates from any device.
- ✓ **Automated Alerts & Reporting** • Stay informed of quality issues the moment they arise.
- ✓ **Historical Data Access** • Review performance trends and drive continuous improvement.
- ✓ **Remote Approval & Collaboration** • Manage approvals and corrective actions in real time.

By combining hands-on problem resolution, cost-saving strategies and advanced digital reporting, QLS provides OEMs with a smarter, more reliable approach to quality assurance.



OPTIMIZE YOUR SUPPLIER PERFORMANCE WITH QLS



Want to ensure continuous production,
reduce quality-related costs and
strengthen your OEM relationships?
Contact us to learn how our team can
improve your quality assurance strategy.

GET IN TOUCH

(615) 645-2126

qlsquality.com



QLS
QUALITY LIAISON SERVICES

QUALITY LIAISON SERVICES
100 Bluegrass Commons, Suite 330
Hendersonville, TN 37075

FOLLOW US 