

## QSC AUDIO PRODUCTS AND CMTC Make Beautiful Music Together



Whether you're attending a live concert or watching an action movie, your experience is going to depend on the sound. When consumers need their music, noise or voice amplified in a quality manner, they turn to QSC Audio Products. For more than four decades, the mid-sized company has been a recognized global leader in the manufacturing of professional audio equipment.

QSC Audio Products, located in Costa Mesa, California, offers a variety of products including amplifiers, loudspeakers, line array systems, digital signal processors and network audio systems. Their facility is designed with build-to-order flexibility, allowing them to quickly adjust their production levels to accommodate customer needs.

All throughout QSC Audio Products' lifetime, it has placed an emphasis on new product developments to evolve with technological advancements and consumer demands. However, as the organization continuously expanded their production lines to include more integrated products and systems, it became more difficult to streamline operations. Wendy Jaquez, the company's Vice President of Global

Materials & Logistics, relays, "It was a challenge to integrate the processes between all of our departments. As a result, inventory was not matching up with our sales needs. We found ourselves experiencing stockouts or overstocks of our products."

The organization needed a more strategic plan to manage inventory and improve communication between departments and turned to California Manufacturing Technology Consulting® (CMTC) for assistance. In November 2010, CMTC's consultants met with company management to pinpoint top challenges and map a layout of each department's processes.



After the initial improvement plan was created, department managers met with CMTC consultants for four hours each week to review a particular area or operation in need of evaluation. The team would discuss the challenges that impacted their respective departments and consultants would work with them to set specific guidelines for improvement. "These exercises greatly increased the communication between all of the departments and boosted our overall team morale," says Jaquez.

*"We have made sustainable progress with CMTC's help and could not have gotten to where we are now with our sales and operation process without their assistance."*

*Wendy Jaquez  
Vice President of Global Materials &  
Logistics*

As a result of the proposed changes, the company was able to create a better inventory reporting system. Jaquez explains, "This allowed us to better assess what products needed to be manufactured to reduce inventory shortages or overstocks." After the meetings concluded, CMTC consultants returned for visits through March, 2011 to ensure the implemented changes were sustained.

CMTC initiatives successfully reduced inventory shortages and surpluses for QSC Audio Products. "We will be able to retain one job and create a new job this year," Jaquez predicts. Furthermore, the company projects a substantial figure in retained sales to the tune of \$2.4 million. This will help the company maintain its current client base.

In the end, QSC Audio Products and CMTC were able to make the necessary changes that the company was looking for. "We have made sustainable progress with CMTC's help and could not have gotten to where we are now with our sales and operation process without their assistance. Their input allowed us to invest in growth opportunities," Jaquez says. And that is music to our ears.



#### FEATURED CUSTOMER

**QSC Audio Products, LLC**  
1675 Macarther Blvd.  
Costa Mesa, CA 92626-1440  
Tel: (714) 754-6175  
[www.qscaudio.com](http://www.qscaudio.com)