Problem Statement

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FedEx is a company known for their shipping and receiving services worldwide, but what some might not know is that FedEx is actually divided into multiple sub-companies. Such as FedEx Express, FedEx Ground, FedEx Office, FedEx Freight, FedEx Custom Critical, FedEx Trade Networks, FedEx Cross Border, FedEx Supply Chain, and FedEx Corporate. One of these companies faces a quality management within its printing services and products.

FedEx office offers more than just someone being able to utilize their copy and fax machines. In addition to these services, FedEx Office offers shipping and receiving of customer packages, computer rental and various types of printing solutions such as, corporate, online, print of demand and self-printing. The reoccurring quality issues this paper will be discussing falls in the corporate printing service that FedEx Office provides.

Between FedEx Office’s sales team and the operations team, there have been multiple issues affecting not only the quality of the final product but also the quality of the customer service that the sales team promised to provide. Somewhere during the approval of the customer and the delivery of the product to that customer, there seems to be communication issues causing the overall quality of the service and product to be negatively affected.

Whether FedEx Office needs to establish some type of software to mitigate the communication issues or they need to begin a complete revamp of their process, FedEx Office is in need of a new process tailoring towards quality management.