

Call for Paper

Quality Coordination and Assurance in Global Supply Chain

Guest Editors

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The 2007 recall of Berko Electric Toe-Space Heaters made in the US, the recall of backpack blowers made in Japan, the recalls of toys and pet food produced in China have exposed the potential of global supply chain disruptions. This product recall storm leads to the issue of quality coordination in global supply chain management. For the recall of toys, the media point fingers to Chinese manufacturers who produce toys using lead paint. On the other hand, a Mattel executive made an apology to the head of China's product safety agency for the flawed design. Nevertheless, at the end of the discussion, a balanced analysis provides some much-needed perspective into the supply chain quality management problem behind these eye-opening recalls. Rather than spending time deciding who ought to apologize to whom and crafting a large volume of media stories, every company and supply chain should be taking a hard look at making improvements to its quality-assurance program. Consequently, the product recall incident has opened an avenue to an important research question, "how to assure quality performance in a global supply chain?"

Product recalls indicate that manufacturing companies are particularly vulnerable to ensure quality when they source via a global supply chain with poor visibility. Obviously, supply chain cannot afford this kind of sourcing and supply structure that threatens supply-chain integrity. The recalls have provided a convenient excuse for the public-relations assault, but they do not provide strategies and measures to eliminate the root problem. The public needs a quality management framework that is measurable and can be relied on to prevent devastating quality problems.

The special issue on Quality Coordination and Assurance in Global Supply Chain is devoted to papers that attempt to synthesize, integrate, and formalize findings from recent supply chain quality incidents, and propose insightful conceptual models and framework that can be used to guide quality coordination in global supply chain.

Suitable topics for this special issue include but are not limited to:

- How does globalization of supply chain change the theoretical paradigms of quality management in supply chain and how to respond to this change and advance the knowledge of quality management in a multi-layered supply chain?
- How to ensure the quality of a product that is made in a multi-layered sourcing supply chain?
- How to integrate existing quality standards and theories, such as ISO9000 series and Deming's 14 points, and total quality management to global supply chain management?
- How does knowledge management support quality coordination in a global supply chain?
- How does human role and factors, and human resources function contribute to quality coordination in a global supply chain?
- How does technology contribute to the pursuit of quality coordination in a global supply chain?
- How can the costs and benefits of supply chain quality management be measured?

- How to integrate the penalty contract between the suppliers and the manufacturer, and the warranty contract between the manufacturer and final customers to the quality assurance process?
- How to control moral hazard to ensure the final customers' interest when product failure occurs?
- How to identify the weak link in the supply chain and analyze the vulnerability of multi-layered supply chain?

SUBMISSION

- ✓ Manuscripts in PDF format should be submitted through email to the Special Issue Guest Editor,

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