

SIGMA Logistics and Quality Systems – Case Study

Sigma Logistic is one of the wide range of solutions providers in Logistics and supply chain, that can be tailored to customers business needs. The organization's aim is to optimize and improve customer supply chain, helping customer gain a competitive advantage. Sigma logistics provides right solutions to customer business needs. As a part of quality system, management principles initiates the quality drives in the organizations for quality systems implementations. Quality functions are also supported by external guidance and internal audit systems. External guidance supports on market dynamics, competitive environments and external environments. Internal audit evaluates and provides the standards, improvements, guidelines and procedures. The quality function outcomes are further verified on standards and also verified on market needs. Then only the output in terms of service or products are delivered to the customers. Any customer feedbacks will be directed to external guidance for further integration in the systems. Further continuous improvement drive will be always enables the system by providing necessary triggers to management principles, internal audits and standards, where as innovations, technology changes and competitions triggers the management principles and external guidance system to think in new directions as per the market demands.

Quality systems of Sigma logistics consists of five core functions. They are human resources, compliances, finance, government and logistics. HR functions facilitate talent management, recruitment and skill development of the manpower in the organization. Compliance takes care of standards, policies and improvements. Finances looks after salary, billing and budgeting. Government function facilitates tenders, bidding and any other interactions with the government entities. Logistic facilitates supply chain, warehousing, packaging, transportations and deliveries.

Sigma logistics mission is to partner with their customers to understand their expectations and enable company growth. The company represent all customers with excellence and integrity. Sigma Logistics is the sum of Service, Experience, Honor and Customer Satisfaction combined.

For the above context

1. Design a Quality System Diagram
2. Design a Quality Tree Diagram

Case Study Sigma Systems

Virginia Saba, Kathleen McCormick



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