

Abstract

This research is an application of supply chain management to develop the business suppliers. A medical device manufacturer is a case study in this research. A quality testing of the package from supplier is a problem of this company. This problem causes many returns which result in higher cost, waste time and late delivery. This research established the quality evaluation program, the production improvement program, the quality control and the assurance program for the suppliers which conform the standard of the company.

The results from the study indicated the implementation of quality evaluation program increased the efficiency by 14% and also reduced the processing step of quality testing at the company.