Alternatives and Solution

The immediate solution for North American auto will be to call an urgent management level meeting and explain them about the problem. It will not be easy to explain the management team about the mistakes that happened, but doing so will help them explain the same to the client and pay the damages. This will cost the firm in the short run, but will improve the relationship with the client. The next important thing that the firm has to do is to improve their quality and control process. There may be automated ways to do quality controls and needs to be addressed based on quality percentage improvement verse cost of the equipment and other additional expenditure related to upgrade.

A possible alternative to this solution could be, North American auto needs to hire support and maintenance staff for weekends and late hours. This was a major reason for the delay in production in overtime and weekend shifts. The proposal to add two addition line can be another alternative solution possible in the short term. This will make sure that the work is made with good quality.

Another alternative for short term could be to add a third shift. In third shift add additional support guys as well as maintenance folks to support the quality and demand of the workers.

There is another alternative possible to get another blending machine and have a full shift workers to work on that machine. In this case working overtime will be saved and no need of additional support staff. This solution will cost a lot of money, but in the long term will pay of the problem and benefit North American auto.

The best alternative solution for North American auto is to call for a management meeting and contact the client about the problem and additional blending machine by investing in the equipment, North American auto can win more clients and commit to their present contracts without renegotiating them.