On the Profitability of Technology-Rooted Delivery Quality

DISSERTATION

der Universitat St. Gallen, Hochschule fur Wirtschafts-, Rechts- und Sozialwissenschaften (HSG) zur Erlangung der Wiirde eines Doktors der Wirtschaftswissenschaften

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List of Contents

Preface	iii
Contents	v
List of Figures	ix
List of Tables	xi
Abbreviations	xii
1 Introduction	1
1.1 The Missing Economic Rationale for Quality	1
1.2 Definitions	4
1.2.1 Quality	4
1.2.2 Defects	11
1.2.3 Products	13
1.3 Literature Review: Quality Management Literature	14
1.3.1 The American Contributors	14
1.3.2 The Japanese Contributors	17
1.3.3 Further Evolution of the Quality Management Literature	
1.3.4 Economic Models in the Quality Management Literature	,. 20
1.4 Literature Review: Microeconomic Literature on Quality	
1.5 Research Design	
1.5.1 Origination of the Dissertation Project	
1.5.2 Research Objective and Research Question	
1.5.3 Methodology	
1.5.4 Targeted Audience	,.30
1.6 Structure of the Thesis	
2 The Production Process	
2.1 Quality and the Production Process	
2.1.1 Production Process Characteristics	35
2.1.2 Procedural Complexity	
2.1.3 Production System	

2.1.4 Supply Chain Management	
2.2 Technology	60
2.2.1 What is a Quality Problem?	60
2.2.2 The "Investigative" Approach	61
2.2.3 The Technology Trade-Off	
2.2.4 Monitoring	72
2.2.5 Ways of Improvement and Technological Evolution	
2.3 Opportunity Costs in Production	
2.3.1 Productivity Implications of Quality Improvements	
2.3.2 The Capacity Effect of Quality	
2.4 Summary	
3 The Costs of Poor Quality	
3.1 Cost Categories	
3.2 Defect Treatments and the Costs of Poor Quality	
3.2.1 Lost Customers	
3.2.2 Returns - Warranty and Goodwill	
3.2.3 General Internal Costs	
3.2.4 Reworking	
3.2.5 Disposing and Recycling	
3.2.6 Choice of the Internal Defect Treatment	
3.2.7 The Total Costs of Poor Quality	116
3.2.8 The Hidden Factory	118
3.3 Transaction Costs	121
3.4 The Cost of Quality Model	
3.4.1 The Old and the New COQ Model	
3.4.2 Recent Modifications of the COQ Model	
3.5 The Quality Loss Function	
3.6 Summary	
4 Quality as an Investment	
4.1 Quality Investments	
4.1.1 Reasons for the Need for Quality Investments	

4.1.2 Types of Quality Investments	
4.1.3 The Quality Investment Cycle	
4.1.4 Return on Investment (Project Selection)	
4.2 Difficulties in Assessing Quality Investments	
4.2.1 Chronic and Sporadic Quality Problems	
4.2.2 The Time Perspective on Quality Investments	
4.2.3 Hidden Investment Effects	
4.2.4 Inspection View	
4.2.5 Lacking Internal Support	
4.3 A Quality Investment Model	
4.4 Learning Effects	
4.5 Summary	
5 Price,	
5.1 Expected Value	
5.2 Price and Demand	
5.3 Market Structure Considerations	
5.4 Is Price a Signal for Quality?	
5.5 The Concept of User Value	
5.6 Summary	
6 Sales,	<u>,,,,,«. </u>
6.1 Different Types of Goods	
6.2 Ways of Conveying Information	
6.2.1 Reputation	
6.2.2 Signaling - Advertising	
6.2.3 Signaling - Contractual Arrangements	
6.3 The Quality Impact on Sales	
6.4 Summary	
7 Profit	
7.1 The Profit Impact of Quality	
7.1.1 Direct and Indirect Production Costs	

7.1.2 Investment	
7.1.3 Price	
7.1.4 Sales	
7.2 A Profit Model of Quality	
7.3 Competitive Implications of Quality	
7.4 Contributions of this Thesis	
8 Conclusion. TM	

Appendix A.2.1: Total Inspection versus End-of-the-line Inspection	
Appendix A.2.2: Quality and Production Functions	
Appendix A.3.1: Costs of Poor Quality Example	
Appendix A.3.2: Goodwill Cost Example (Amazon)	
Bibliography	
Curriculum Vitae	