

## **Session Summary**

### **Madinah Ali**

#### **Best Practices in Supplier Management: An Evolutionary Approach for Joint-Ventures & Strategic Alliances**

This presentation demonstrates how MSA Global with the assistance of BIZPHYX has developed the Joint-Venture/Strategic Alliance and Supplier Management procedure according to TL9000 Quality Management System (QMS) requirements in order to effectively manage our near-shore and offshore contact center partners in order to provide a seamless customer experience to our clients.