

Subject: QNT Weekly: Metal Fatigue Thought to Be Cause of Southwest Engine Failure

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QNT WEEKLY
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Metal fatigue is thought to be **the cause of Southwest Airlines engine failure**. Also in this issue of *QNT Weekly*: according to a new survey, **reactive supply chain management is no longer viable**; why **it's important for organizations to add supply chain expertise** to their C-suites; **poor customer service affects the quality** of customers' lives; the U.S. Food and Drug Administration (FDA) approves **artificial intelligence (AI) that replaces the need for a doctor**; and Amazon is forcing **manufacturers to embrace a new retail-like role**.



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FAA Orders Inspections After Fatal Southwest Engine Failure

USA TODAY

As airlines voluntarily speed up safety inspections after a fatal

Survey: Reactive Supply Chain Risk Management Is No Longer Viable

Global Data Point

Riskmethods announced the results of its global survey on

Benefits of Adding Supply Chain Expertise To the C-Suite

CFO.com

The supply chain affects more than 37% of an organization's

Southwest Airlines engine failure, the Federal Aviation Administration (FAA) announced it will order inspections. Cracking from metal fatigue, or a **weakening of the metal from the heat and stress of spinning to push air through the engine, was visible on the broken fan blade stump.**

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How Bad Customer Service Is Ruining Shoppers' Lives

FierceRetail

Poor customer service detracts from a shopper's quality of life. According to a new survey from Oracle Communications, 68% of consumers are fed up with poor customer service. In fact, most consumers said that connecting immediately to an associate, interacting via digital channels or receiving personalized service would improve their overall experience.

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cost, risk and the evolving role of procurement in today's supply chains. The survey focused on uncovering **how well procurement teams are balancing cost savings vs risk management** to drive growth and better understand how the role of procurement has changed in our modern business landscape.

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FDA Just Opened the Door To Let AI Make Medical Decisions on Its Own

Quartz

The FDA approved the first software powered by **AI that replaces the need for a specialized doctor to interpret medical imagery.** The software is called IDx-DR, made by diagnostic AI startup IDx, and specifically analyzes images of the retina to detect whether a person with diabetes has a complication from the disease called diabetic retinopathy.

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operating expenditures. It also has an important influence on revenue. But responsibility for it shouldn't fall on the CFO's shoulders. In many—perhaps most—organizations, **no one has been given the title and role of chief supply chain officer** and there is no supply chain expertise in the C-suite.

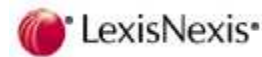
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Battling the Amazon Effect, Manufacturers Embrace The Role of Retailer

Indian Manufacturing News

Responding to the "Amazon effect" and consumer demands, **manufacturers are reprioritizing and focusing their technology investments.** JDA Software Inc.'s 2018 Intelligent Manufacturing survey suggests manufacturers are embracing a new retail-like role and willing to cater to consumer needs and the competitive direct-to-consumer space.

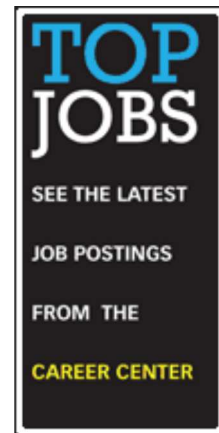
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