

The Missing Link

August 19, 2022
Guangdong, China

Supply Chain Issues – a play in three parts.

Part 1: Weed-Whacker

Me: My weed-whacker is broken, do you have one of these?

Okotoks staff: We don't have any in stock.

Me: Can you order one?

Okotoks staff: Yes, but it could take 10 days or more. The Calgary South store has one.

Me: Okay, I will run in to the city and grab it. Thanks.



Me: My weed-whacker is broken, do you have one of these?

Calgary Staff: We don't have any in stock.

Me: The Okotoks store said you had some.

Calgary Staff: We had a dozen on order, but the commercial guys grabbed them all as soon as they arrived. They are difficult to find. The computer hasn't updated the inventory changes yet.

Me: Okay, how do I go about getting one?

Calgary Staff: The computer says that Okotoks has some on order, arriving in a day or two. You might want to try them again.

Me: Okay, I don't know why they sent me here.

-

Me: I was here earlier looking for one of these. The other guy said you don't have any and sent me to Calgary. Calgary said they don't have any and sent me back to you. I hope you can help me.

Different Okotoks Staff: They are both right. Neither branch has stock right now. We have some on order. I will call you when it comes in. You can pay for it now - \$52.30.

Me: For a piece of plastic?

Different Okotoks Staff: Sorry, yes that is the price.

Me (at 3:00pm): Okay, please call me when it arrives.

Different Okotoks Staff (at 4:30pm): Your part is in. Turns out it was here all the time; we hadn't opened the latest shipment yet.

Me: 😊 Okay. I will be there before you close, don't lose it.

Part 2 – Mustang Aircraft Maintenance Engineer

Me: My airplane battery is dead. Can you replace it?

Mustang AME: 24-volt batteries are hard to find right now. Give me an hour and I will see if I can locate one.

Me: Okay. Here is my number, I will be cleaning my hangar.

3 Hours, and one very clean hangar later:

Mustang AME: Sorry for the delay. Our supplier said that they have had 250 of these batteries on order since January. They have no idea when they will arrive.

Me: 😊 What are my options?

Mustang AME: We can try and revive this one, but no promises. There might be another option, but it is more expensive.

Me: Try me.

Mustang AME: There is a battery developed for aerobatics aircraft. It is the same size and voltage as yours, but it is designed to fly up-side-down.



Me: I hope not to be doing that any time soon. How much?

Mustang AME: The battery you have costs about \$1,200. The aerobatic battery is \$1,650, but we need to get a Cessna Authorization Certificate to install it; that costs about \$100, so \$1,750 plus, plus tax.

Me: Wow! Are there other options?

Mustang AME: You could try and rebuild the one you have but I am concerned that it will let you down again.

Me: I am planning a trip to Yellowknife, NWT. I don't want to chance it. When will the "gold plated" battery be available?

Mustang AME: It is in Vancouver. We can have it next week.

Me: Okay. (Shelling out the better part of two grand for a battery roughly the size and shape of a two-slice toaster.)

Part 3: Okotoks Ford

Me: There are several recall notices on my truck, can you fit me in and deal with them?

Service Tech: Certainly, bring it in Wednesday.

-

Service Tech: We took your F-150 apart, unfortunately the parts we need aren't available.

Me: Can I pick it up and bring it back when you get the parts?

Service Tech: No, it is not drivable.

Me: I drove it in there.

Service Tech: We took it apart and can't replace the old parts. I will call you when the new parts come in.

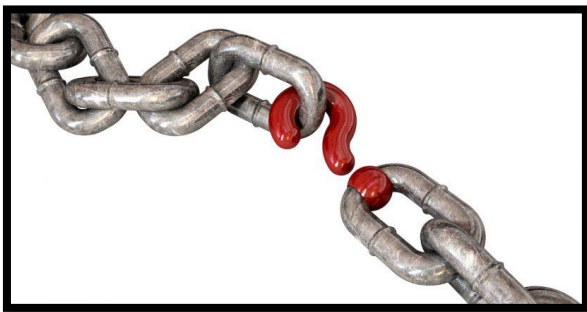
Me: When?

Service Tech: Don't know.

Me: Well, that's great – it is good that I enjoy walking.

This story has yet to play out. I don't know when (or if) I will get my truck back.

So, I can't fly, and I can't drive, if you are looking for me, I will be weed whacking.



If this is a supply chain, I feel like ...

... **The Missing Link**

