

EQMS Selection and Implementation Journey of a Global Consumer Product Organization



One of the key focus areas for many organizations today is managing end-to-end quality successfully with Enterprise Quality Management Software (EQMS). While the value and importance of having a single platform to manage quality are well-known, the specifics on how to build this solution are far less clear, as critical processes such as document management, CAPA, audits, compliance, risk, and others need to be incorporated. Compounding these challenges, in most organizations individual plants or business units have different ways of managing these processes, making a single version of the truth all the more elusive.

However, many market leading companies have overcome these challenges and are progressing in building a successful EQMS platform, providing a substantial competitive edge in the marketplace. In LNS Research's first quarter Global Executive Council meeting on March 24, 1:00 pm EST, quality executives will get the opportunity to gain insight from an organization that has experienced success in this area.

Some of the key areas addressed in this council meeting will be:

- Strategies to move from disparate quality management software to EQMS
- How to gain executive buy-in and support from local quality teams
- Enabling collaboration across function teams, including Quality, IT, EHS, and others
- Key considerations in the EQMS selection process
- EQMS implementation strategies for global organizations
- Lessons learned and challenges companies will encounter in this journey

This research will provide senior quality leaders with the right tools to go through their solution selection program and build an ROI for the selection and implementation of Enterprise Quality Management Software.

Speaker Profile



Ben Bollenbacher: Director - Quality, EHS & Continuous Improvement Capabilities at Kimberly-Clark Corporation

In his current role at Kimberly-Clark, Ben leads the design, development, and global rollout of the EQMS workflow management tool to all business units and facilities. He is responsible for the alignment, standardization, and optimization of various system capabilities across the



enterprise, including quality, continuous improvement, regulatory, and EHS management. Additionally, he develops and implements strategies and solutions to improve Kimberly-Clark's business practices, improve efficiency, and boost employee productivity.

Mehul Shah, Senior Associate, LNS Research



Mehul Shah is a Senior Associate and a co-founder of LNS Research. He has spent the last decade helping senior industrial executives to effectively manage their operational and business performance across the value chain.

In his current role, Mehul leads LNS Research's Global Executive Council (GEC) working with quality and manufacturing leaders across global companies such as Harley Davidson, Whirlpool, Corbin Lockheed Martin etc. He is responsible for driving the agenda of the executive council and working with these leaders to benchmark their organization and provide actionable recommendation from a people, process and technology perspective.

Before co-founding LNS Research, Mehul spent six years working at the Aberdeen Group as a Research Analyst. Mehul's responsibilities at Aberdeen included creating thought leadership content for executives to leverage within their operational and financial objectives.

He graduated from the University of Mumbai with an engineering degree, and the University of Massachusetts Boston with an MBA in Finance and International Management.

Rob Harrison, Research Analyst, LNS Research



Rob Harrison joined LNS Research in September 2014 as a Research Analyst covering Enterprise Quality Management Software, Environment, Health & Safety and Sustainability. At LNS, Rob is responsible for quantitative and qualitative research projects to provide senior industrial executives with the tools and knowledge to improve overall business performance.



He has deep understanding of the business value of investing in software solutions.

Before joining LNS Research, Rob was Global Product Manager and Global Product Marketing Manager for the British Standards Institution (BSI) based out of the US and Canada. He was an early member of the Entropy International team responsible for one of the first web based EHS&Q management system platforms available to industry. He has experience in software engineering, EHS&Q management system implementation, technical sales engineering, product management and global product marketing. Rob has worked on enterprise EHS&Q technology projects with Dow Corning, Kellogg's, Toyota (Europe), Barrick Gold and many others.

Rob has a degree in Marine Environmental Science and a Masters in Interfacing & Software Application.