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AGILE
PRODUCT LIFECYCLE
MANAGEMENT

AGILE PRODUCT QUALITY MANAGEMENT FOR PROCESS

Oracle's Agile Product Quality Management (PQM) provides a collaborative environment to aggregate and track information related to product quality within the product record. PQM makes quality information and issues visible to all of the stakeholders in the product lifecycle from product development through end of life and enables a corporate culture of quality. Companies can seamlessly identify and analyze reported product deficiencies, take corrective action, and improve next-generation products. Organizations improve regulatory compliance, improve customer satisfaction, and save by effectively managing audits and recalls.

The Quality Management Challenge

Fast and consistent corrective action and preventive action (CAPA) processes are central to maintaining regulatory compliance and improving the quality of your product and service. The reality, however, is that many organizations today are struggling to establish an effective product quality management system. Companies have geographically dispersed research & development and manufacturing environments where information about product quality is decentralized and inconsistent. This is further complicated by the fact that different locations, business units, and departments use completely separate processes and tools to communicate and resolve product deficiencies. Most of these are siloed and disconnected providing very little visibility across the enterprise. These broken processes lead to re-work, recalls, and regulatory issues.

The need to improve product quality management in the manufacturing and retail phases of the product lifecycle is only half the equation. There is a greater benefit when companies can analyze product quality factors, derive insights, and take action to improve designs very early in the development process. Actions may include choosing reliable raw materials, picking consistent suppliers, or standardizing processes that create better quality products.

Agile Product Quality Management For Process provides a collaborative environment across the extended enterprise where teams dynamically update, access, and analyze information about product quality from internal departments, customers, and suppliers. Centralized information plus visibility creates a platform for next-generation products decision making.

Agile Product Quality Management Overview

Agile Product Quality Management for Process has a broad range of capabilities, allowing companies to maintain regulatory compliance and take rapid corrective action when necessary throughout the product lifecycle. It is the only solution that systematically eliminates product deficiencies at their root by closely linking product deficiency data to the enterprise product record. The product record is the complete, up-to-date definition of a company's product, including bills of materials, specifications, approved suppliers, processes, and procedures. This means that Agile Product Quality Management for Process doesn't just provide the

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ability to react and respond--it exposes trends and drive quality decisions earlier in the process to prevent many problems from eventually occurring.

Improved Quality

Agile Product Quality Management for Process helps your company to improve its product by aggregating and tracking product and process problems, customer complaints, and audits. It also integrates critical product documents such as nonconforming material reports (NCMR), corrective action requests (CAR), and supplier corrective action requests (SCAR). By storing this information within the enterprise product record, it is directly linked to research & development, sourcing, compliance and other critical business processes. As such, companies can take appropriate, short-term corrective action—or, if necessary, take long-term preventive action by adjusting the development and manufacturing processes to resolve and eliminate deficiencies.

Closed-Loop Corrective Action

With Agile Product Quality Management for Process, companies can automate their CAPA processes to quickly and effectively resolve product deficiencies. Administrators can easily configure its robust workflow to meet the needs of a company's unique process. As product deficiencies are reported and investigated, the software captures all the key findings for departments across the enterprise. The departments can then collaborate on discovering the root cause by analyzing the issue.

Design for Quality

Teams within a company's research & development and direct procurement departments must have the ability to view and monitor escalated customer complaints and supplier quality. Agile Product Quality Management for Process provides this continuous visibility, making critical quality and failure data available within the product record and enabling your research and development and procurement departments to proactively formulate and source materials that will yield more-reliable products.

Agile Product Quality Management for Process accelerates your "design for quality" initiatives by providing visibility to product issues at the point of decision, i.e. selecting an ingredient/ packaging material, or further investing with a given supplier.

Design for Compliance

Companies today face an array of regulatory and compliance issues, sometimes due to their industry and products and other times due to their markets or geographical coverage. Agile Product Quality Management for Process integrates compliance processes and data directly with the product record—providing audit trails, corrective action processes, and a single source of truth around the quality issues of all products and components. With the integration of auditable, closed-loop development and product change processes, companies can enable a true "design for compliance" platform.

The Enterprise Quality Landscape

Agile Product Quality Management for Process is a key component of any enterprise quality landscape. Working in coordination with ERP and CRM quality processes and context, Agile PLM provides product-centric processes that enable closed loop management and containment across the quality enterprise landscape. Agile Product Quality Management for Process complements and enhances all quality initiatives regardless of the source of the issue or the target for the resolution.

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Oracle's Agile Product Lifecycle Management helps companies accelerate revenue, reduce costs, improve quality, ensure compliance, and drive innovation throughout the product lifecycle. With a broad suite of best practice, enterprise-class product lifecycle management solutions, Oracle helps you get the most from your products.

RELATED PRODUCTS

Agile Product Data Management For Process

Agile New Product Development and Introduction For Process

Agile Formulation and Compliance For Process

Agile Supplier Collaboration For Process

Oracle Product Lifecycle Analytics

Oracle Design to Release Integration Pack For E-Business Suite

Sophisticated Analysis

Agile Product Quality Management for Process provides a rich decision-support platform with enterprise-class reporting and role-based analytics. It analyzes product quality data from many sources and across the product lifecycle and provides up to date information at the point-of-decision. This allows the business to filter through the "noise" to work on the most critical issues first and--at .the same time—exposes performance trends and risk in your products, materials and Value Chain.

Contact Us

For more information about Oracle's Agile Product Quality Management for Process, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

Oracle is committed to developing practices and products that help protect the environment

Hardware and Software, Engineered to Work Together

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