ArrowStream

Quality Incident Management

Critical doesn't have to mean complicated

Quality Incident Management is Critical
A rapid response to a product quality or service incident can make or break your operation. And yet you have data from multiple locations, multiple suppliers and multiple points of contact to evaluate before you can determine the appropriate response – costing you valuable time and losing revenue along the way. Talk about pressure!

Quality Incident Management Made Easy
ArrowStream OnDemand Quality Incident Management eases this pressure by enabling the fast and accurate flow of data across all operators and supply chain partners, empowering you to capture and respond to product quality and service incidents in real time.

Our state-of-the-art interactive workflow tool has helped foodservice organizations step up their quality management KPI game plan and open the door to endless possibilities, from contract to credit.

✔ Resolve Issue at the Restaurant Level

- Harmonize data from all trading partners in a centralized repository. Gather insights that can be used to create valuable incident response solutions – without any manual intervention. Free your team from the burden of data mining and allow them to focus on the activities that are really important to your business.

- Make evidence-based incident decisions. Leverage our simple user interface to quickly upload product information and store high-resolution photos of the incident information.

🖼 See the Big Picture

- Create scorecards that deliver real ROI. Measure trading partner performance against a consistent set of enterprise-wide metrics and use results to make informed decisions and take actionable next steps.

- Dig deep into data across all trading partners to correlate product or supplier activity with quality or service incidents. Perform trend analyses of these metrics to prevent future disruptions.
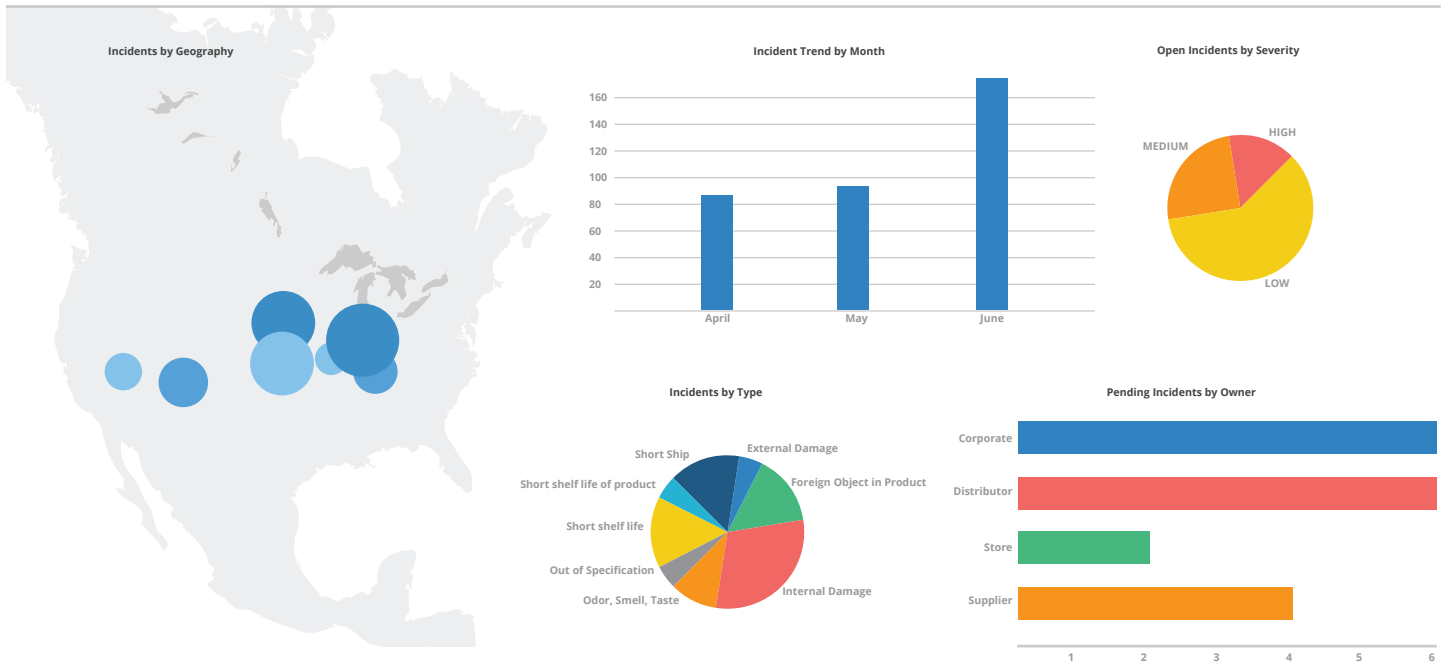
💬 Decide How and When You Want to Communicate

- Pre-define communications workflows and set alert notifications guidelines. Quickly get information to the right person and keep everyone on the same page.

- Increase transparency and accountability. Notify multiple stakeholders of product quality issues in real time and track incident resolution through automated alerts.

$ Verify Credits

- Gain unprecedented visibility by tracking credits in one click. Improve reconciliation time and eliminate manual reimbursement tracking.

- Drive quality and accuracy into credit reconciliations with a streamlined method for credit verification. Replace paper-based spreadsheets with intuitive state-of-the-art dashboard reporting.

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Incidents by Geography

Incident Trend by Month

	April	May	June
160
140
120
100
80
60
40
20

Open Incidents by Severity

HIGH
MEDIUM
LOW

Incidents by Type

Short Ship
Short shelf life of product
Short shelf life
Out of Specification
Odor, Smell, Taste
External Damage
Foreign Object in Product
Internal Damage

Pending Incidents by Owner

Corporate
Distributor
Store
Supplier

1 2 3 4 5 6

Restaurant Manager

- Say goodbye to outdated tools and disjointed teams. Connect people to product and quality incidents in real time, from start to finish.

- Create a single source of truth. Capture all of the information you need in one location to ensure an accurate response to a product quality or service incident.

- Eliminate time intensive credit reconciliation. The easy-to-use dashboard enables quick credit tracking for current and past issues.

Q&A Department

- Improve speed and quality of issue resolution. Automate repeatable communication workflows to get the right information to the right people, at the right time.

- Don't waste time gathering data and manually building reports. Leverage powerful analysis tools to gain real-time insight into important supplier KPIs.

- Manage risk and ensure quality is consistent by identifying product quality and service trends before they damage your brand.

Typical Recent Customer Successes

Closing outstanding credit incidents 2-3 days versus previously 5-6 weeks

Improved credit recovery by 20%

Cut the time to track, follow, and close quality events by 50%

The Quality Incident Management Advantage

Real-Time Collaboration: Quality Incident Management takes the frustration out of your incident response processes. From the initial communication to the final credit, Quality Incident Management workflow tools align and inform all stakeholders so there is no confusion or wasted time due to information silos.

Operational Reporting: Quality Incident Management's powerful data analytics eliminate the need to have multiple applications to prepare, visualize and analyze data - providing you with the unprecedented opportunity to deliver an informed response to product quality and service issues without time-consuming manual intervention and costly delays.

Stakeholder Insights: Quality Incident Management prevents surprises with real-time visibility into performance trends and helps you better understand your trading partners' real value.