

Unlocking the Value of Enterprise Quality Management Software

5 STEPS for justifying an investment in a unified information management system around quality



FIRST, SOME RESEARCH AND FACTS



The Traditional Quality Management Software Approach

It's typical for a large organization to have implemented multiple quality management processes, data models, and applications over time.

Top Quality Management Challenges

55%

of executives say their quality metrics are not effectively measured

47%

of executives say their organizations have too many data sources and systems for quality

Sound familiar?

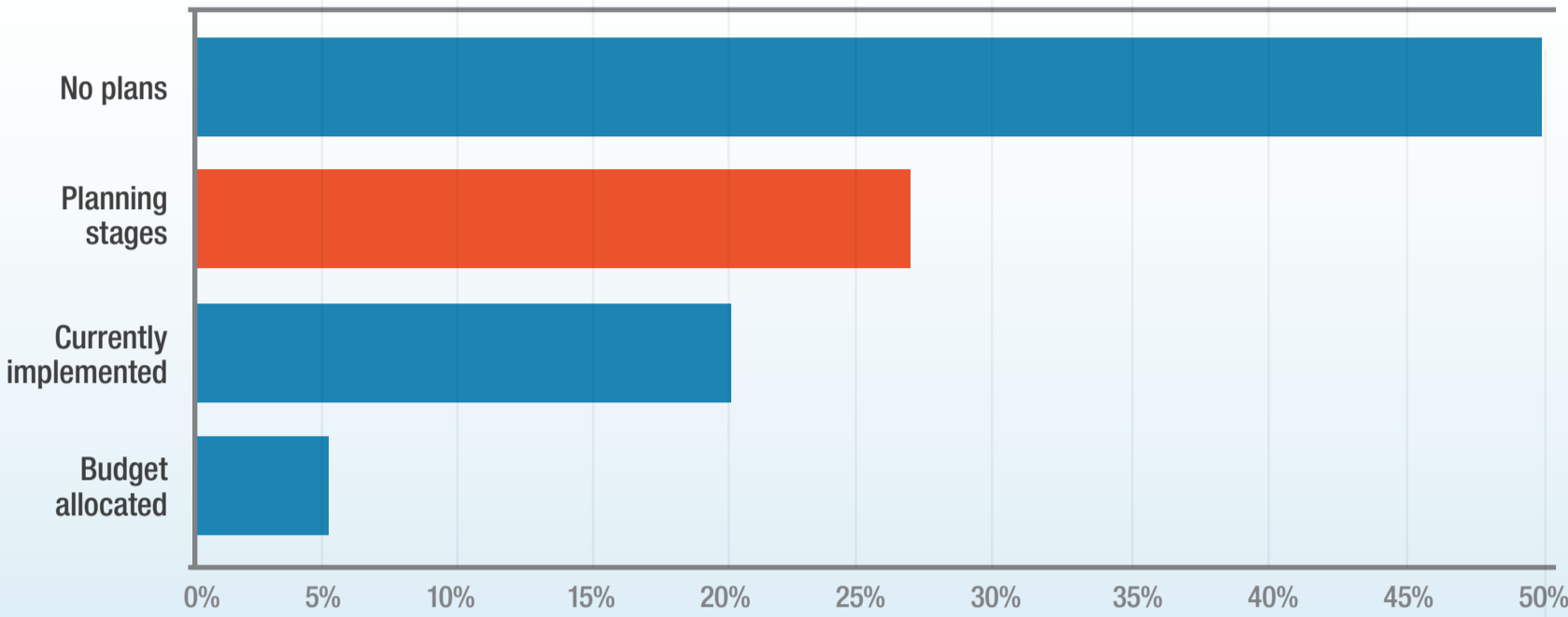
- Limited cross-functional interaction
- Disconnected IT architecture
- No globally standardized processes
- Inability to view real-time metrics



The Enterprise Quality Management Software Approach

EQMS centralizes, standardizes, and streamlines quality content and processes throughout the value chain, enabling cross-functional communication and collaboration on critical issues.

EQMS Adoption Rates



27%

of executives are in the planning stages of an implementation, a number expected to grow in the coming years

Benefits of EQMS

- Facilitates value chain interaction
- Reduces operational risk
- Streamlines quality metrics data
- Enables closed-loop quality management

PROVE THE VALUE OF EQMS IN 5 STEPS

STEP 1 Benchmark Current Performance in Metrics That Span Across the Value Chain

If you're wondering about the effectiveness of your quality efforts, just look at your performance in key metrics relative to industry averages.

Key Quality Metrics

- Cost of Quality (CoQ)
- Overall Equipment Effectiveness (OEE)
- Products in Compliance
- On-Time and Complete Shipments



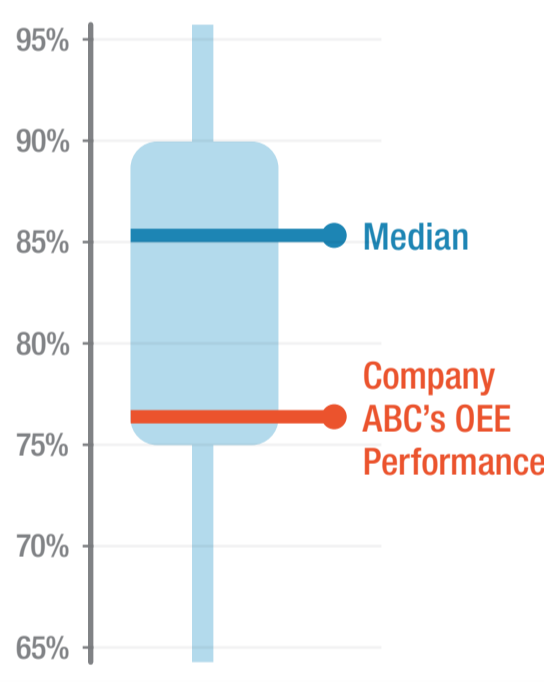
STEP 2 Identify Gaps in Performance and Technology

Put together a cross-functional team to compare current performance with industry benchmarks, creating a shortlist of metrics and corresponding IT gaps.

Which metrics are we behind in? Where are we lacking technologically?

- Service data never makes it back to design
- No way to globally change an SOP
- No formal process for corrective actions and root cause analysis
- Limited visibility into supplier activities
- Inability to quantify and prioritize risk
- No formal process for ensuring compliance
- Difficulty identifying non-conformances in manufacturing

OEE Performance



87%

Average OEE of companies with EQMS

78%

Average OEE of companies without EQMS

STEP 3 Identify and Implement Complementary EQMS Capabilities

Many processes can provide synergies and accelerate improvements in KPIs when globally standardized with EQMS.

EQMS Functionalities

- Non-Conformances / Corrective and Preventative Actions
- Compliance / Audit Management
- Supplier Quality Management
- Risk Management
- Statistical Process Control
- Failure Mode and Effects Analysis
- Complaint Handling
- Advanced Product Quality Planning
- Environment, Health, and Safety
- Hazard Analysis & Critical Control Points
- Production Part Approval Process

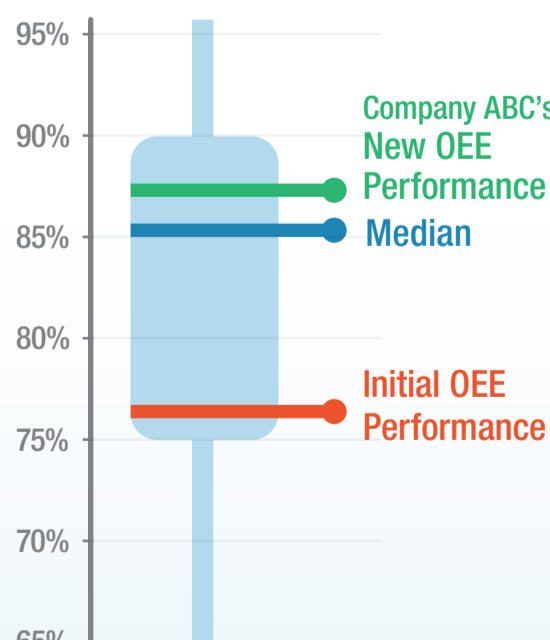
STEP 4 Document Improvements

Quantify your EQMS ROI by monitoring improvements in key quality metrics relative to the baseline and industry averages over time.

Company ABC automated the following with EQMS:

- NC/CAPA
- Change Management
- Audit Management
- Supplier Quality Management
- Statistical Process Control

OEE Performance



STEP 5 Enable a Continuous Improvement Environment

Because the task of quality management is never complete, continue to build out your EQMS capabilities and set increasingly higher goals over time.



Quality Determines Business Success

Market leaders are streamlining quality process data directly to the executive dashboard with EQMS. It's no surprise that these companies are benefiting from the enterprise visibility provided by the unified information management system and outperforming close competitors.

