

AGILE PRODUCT QUALITY MANAGEMENT

KEY FEATURES & BENEFITS

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- Automated corrective action and preventive action processes
- Product quality data aggregation and tracking
- NCMR, SCAR, CAR, and MDR data integration
- ISO, DoD, and FDA regulatory data integration
- Knowledgebase for service and support technicians
- Parts failure and supplier quality monitoring
- Real-time updates
- Sophisticated reporting and multidimensional analysis

KEY BENEFITS

- Improve product reliability and quality
- Increase customer satisfaction
- Save on warranty and service costs
- Ensure regulatory compliance
- Unify product quality data in one record
- Drive proactive product design
- Make better product strategy decisions

"Agile Product Quality Management is the only repository of field failure data from which engineering resource allocation decisions are made."

—Scott Ackerman
Vice President, Quality and Management Systems,
Fargo Electronics

Oracle's Agile Product Quality Management provides a collaborative environment that tracks and aggregates information related to the quality of your product within the product record. Making quality information and issues visible to all of the stakeholders in the product lifecycle from product development through end of life 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 millions in warranty and service costs.

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. They have geographically dispersed engineering 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 to communicate and resolve product deficiencies. The result is millions of dollars in increased warranty and service costs each year.

The need to improve product quality management in the manufacturing and service phases of the product lifecycle is only half the equation. There is a greater benefit when companies can analyze product quality factors since such insight can drive improved design very early in the development process. Agile Product Quality Management 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. Such visibility in a platform supports more-intelligent decisions about next-generation products.

Agile Product Quality Management Overview

Agile Product Quality Management 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, drawings, approved manufacturer lists, processes, and procedures. With the highest

customer satisfaction ratings and proven shortest time to value in the industry, Agile Product Quality Management helps companies drive increasing profits.

Improved Quality

Agile Product Quality Management helps your company to improve its product by aggregating and tracking product and process problems, customer complaints, and enhancement requests. It also integrates critical product documents such as nonconforming material reports (NCFMR), corrective action requests (CAR), supplier corrective action requests (SCAR), and medical device reports (MDR). By storing this information within the enterprise product record, it is directly linked to engineering and product servicing processes. As such, companies can take appropriate, short-term corrective action by servicing products—or, if necessary, take long-term preventive action by adjusting the engineering processes to resolve and eliminate deficiencies.

Closed-Loop Corrective Action

With Agile Product Quality Management, 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. The system becomes a knowledgebase for field service and support technicians, who have full access to the product history for faster troubleshooting and cost-effective service of products in the field.

Design for Quality

Teams within a company's engineering and direct procurement departments must have the ability to view and monitor part failure rates and supplier quality. Agile Product Quality Management provides this continuous visibility, making critical quality and failure data available within the product record and enabling your engineering and procurement departments to proactively design and source components that will yield more-reliable products.

Agile Product Quality Management accelerates your "design for quality" initiatives by enriching individual part records with real-time updates from across the company and from suppliers. Finally, by integrating the product record with the quality history, companies can optimally allocate development resources.

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 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

RELATED PRODUCTS**AGILE PRODUCT
LIFECYCLE
MANAGEMENT**

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.

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 - Agile Product Governance and Compliance
 - Agile Product Cost Management
- Agile Product Portfolio Management
- Agile Food and Drug Administration Validation Pack
- AutoVue Electro-Mechanical Professional for Agile

components. With the integration of auditable, closed-loop development and product change processes, companies can enable a true “design for compliance” platform.

Sophisticated Analysis

Agile Product Quality Management provides a rich decision-support platform with enterprise-class reporting and multidimensional analytics. It analyzes product quality data from across the product lifecycle, enabling product teams to prioritize development needs as well as assess the reliability of next-generation products. Such analysis provides engineering teams with the information they need to continuously improve product design.

Contact Us

For more information about how your organization can leverage the power of Oracle's Agile Product Quality Management, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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