

# Building the Foundation for Enterprise Quality Management

## Design for Quality with Closed-loop Business Processes

As product complexity grows and development spans functions, ensuring quality across the enterprise becomes more important, especially due to the high costs associated with poor quality. Oracle delivers an enterprise-level, configurable quality management solution that is tightly integrated with the Product Record, allowing quick resolution of product quality issues, better regulatory compliance, enhanced customer satisfaction, and reduced warranty and service costs.

### The Real Cost of Quality

Quality issues can surface or go unnoticed during any phase of the product lifecycle. For budgetary and bandwidth reasons, many companies respond with a quick-fix where it hurts most. Over time, quality professionals find they must cobble together information from departmental systems and manual processes that have limited to no connectivity. Without a comprehensive view, companies struggle to control costs associated with poor quality events that occur throughout the product value chain, such as:

- **External Failure Cost** is often the most degenerative. This type of cost is associated with defects found after customer delivery.
- **Internal Failure Cost** is associated with defects found before customer delivery, typically causing market delays or losses.
- **Inspection or Appraisal Cost** is the most pervasive across industries due to the proliferation of regulations and enforcement agencies, incurred while determining the degree of conformance.
- **Prevention Cost** includes all costs associated with preventing poor quality, such as institutionalized process controls for ISO certifications and internal Audits and Reviews.

Unfortunately, even the most respected brands fall victim to the devastating implications of poor quality due to limited visibility and inability to take swift action. But today's technology advancements in the business sector offer new capabilities and value to minimize this risk.

### Break Down Quality Barriers to Take Control

Increasingly, companies are turning away from manual systems and point solutions to holistic, integrated solutions that manage all quality related data and processes in a comprehensive solution. Oracle's Agile Product Quality Management (PQM) solution is an enterprise-level, configurable quality management solution tightly integrated into the product record, facilitating product quality from concept through obsolescence within a closed-loop, corrective action environment. The solution provides broader connectivity



### Trends

According to LNS Research, 21% of companies reported having an enterprise quality management software solution implemented in 2014. The trend is accelerating: 40% of organizations reported currently planning their adoption.

**Agile Product Quality Management acts as the glue that ties enterprise quality directly to the PLM Product Record and other solutions like ERP, SCM, and CRM.**

### Customer Success

Roka BioScience develops rapid, highly accurate molecular assays and instrument systems for the food safety industry. The company selected Agile Product Quality Management to ensure high quality products and speed customer-issue resolution. The solution helped reduce document and equipment-parts creation and approval processes from weeks to 1-3 days, decrease resource requirements for supply chain and quality operations by two full-time employees, and cut time for data processing by 25%.

ORACLE CASE STUDY. 2014

to build cross-functional collaboration, improve visibility into quality events earlier, ensure regulatory compliance, enhance customer satisfaction, and dramatically reduce cost and risk.

## Enterprise Quality Management with Oracle's Agile PQM

Oracle's Agile PQM provides the foundation for Enterprise Quality Management. Unlike point solutions, it acts as the "glue" that ties enterprise quality directly to the PLM Product Record, including product designs and documentation, and other solutions like ERP, SCM, and CRM. This tight integration opens up new quality process potential that even the most sophisticated standalone solution cannot replicate.



### Design for Quality

- Leverage quality history to improve iterative designs and reduce service, warranty costs
- Enable quality-based design decisions per organizational KPIs
- Drive proactive product quality improvement initiatives
- Increase visibility into problems and resulting actions to pass on lessons learned
- Reduce costs by providing input into parts rationalization

### Supply Chain Quality Management

- Manage supplier nonconformance to reduce cost of non-value added activities
- Tie sourcing decisions and part preference to quality information such as warranty repair, nonconformance, and customer satisfaction
- Collaborate with suppliers on addressing issues and audits faster

### Customer Satisfaction and Retention

- Ensure a closed-loop process from issue to resolution for increased satisfaction & retention
- Consolidate customer complaints for targeted resolution
- Collect requirements and expectations earlier in the development cycle
- Prevent genetic defect proliferation of fast turn products

### Quality Assurance

- Protect your brand and ensure business continuity with proactive Risk Management
- Manage incidences using techniques such as 8D, 5 Whys, Decision Tree, etc
- Institutionalize Corrective and Preventative Actions (CAPA)



## Key Features

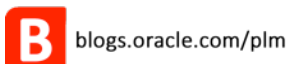
- Design for Quality
- Risk Management
- Non Conformance Mgmt (NCR)
- Customer Complaint Management
- Incident Management
- CAPA
- Audit Management
- Supplier Quality Management
- Compliance Management
- Document Management & Control
- Change Management
- Enterprise Integration



Together, Oracle's Agile product lifecycle management applications and Oracle E-Business Suite offer an unmatched combination for product lifecycle, quality, and manufacturing management. The integrated solutions are instrumental in our ability to drive faster innovation and higher quality to remain at the forefront of the lightning-fast, high technology sector."

**Sudhakar Parakala**  
Director, Business Applications,  
Synaptics, Inc

## Connect With Us



**ORACLE**

Disclaimer: This document is for informational purposes. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described in this document remains at the sole discretion of Oracle.

Copyright © 2014, Oracle and/or its affiliates. All rights reserved. Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.