

QUALITY ISSUE MITIGATION THROUGH BETTER QUALITY DATA

Our client's lack of timely information was not allowing them to make critical business decisions in an acceptable time frame.

Business Problem

Quality managers at the product group were taking too much time to compile information in order to make decisions on which projects to launch.

CGN Solution

Replaced the unwieldy Excel based manual process with an Oracle based system which combines data from various corporate systems to give the Quality managers a consolidated view using reports and charts. This allows the decision makers to understand current progress against the corporate goals and a future projection of gaps.

It has also helped users at other product groups identify improvements in the quality management process and helped implement the combined requirements in the second phase of the tool development.

The new tool has greatly enhanced the system's user friendliness for the targeted audience, improved user productivity, and increased the timeliness of pertinent information dissemination.



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Customer Benefit

The system has freed the Quality group's engineering resources from running the manual build and update processes and has also freed up nearly 1.5 FTEs for other pressing needs. The new system has reduced the time window to get the decision support data from 1 week to just a few hours. It has also implemented key customer requirements to obtain better visibility to quality metrics and has provided the ability to meet future quality goals.



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