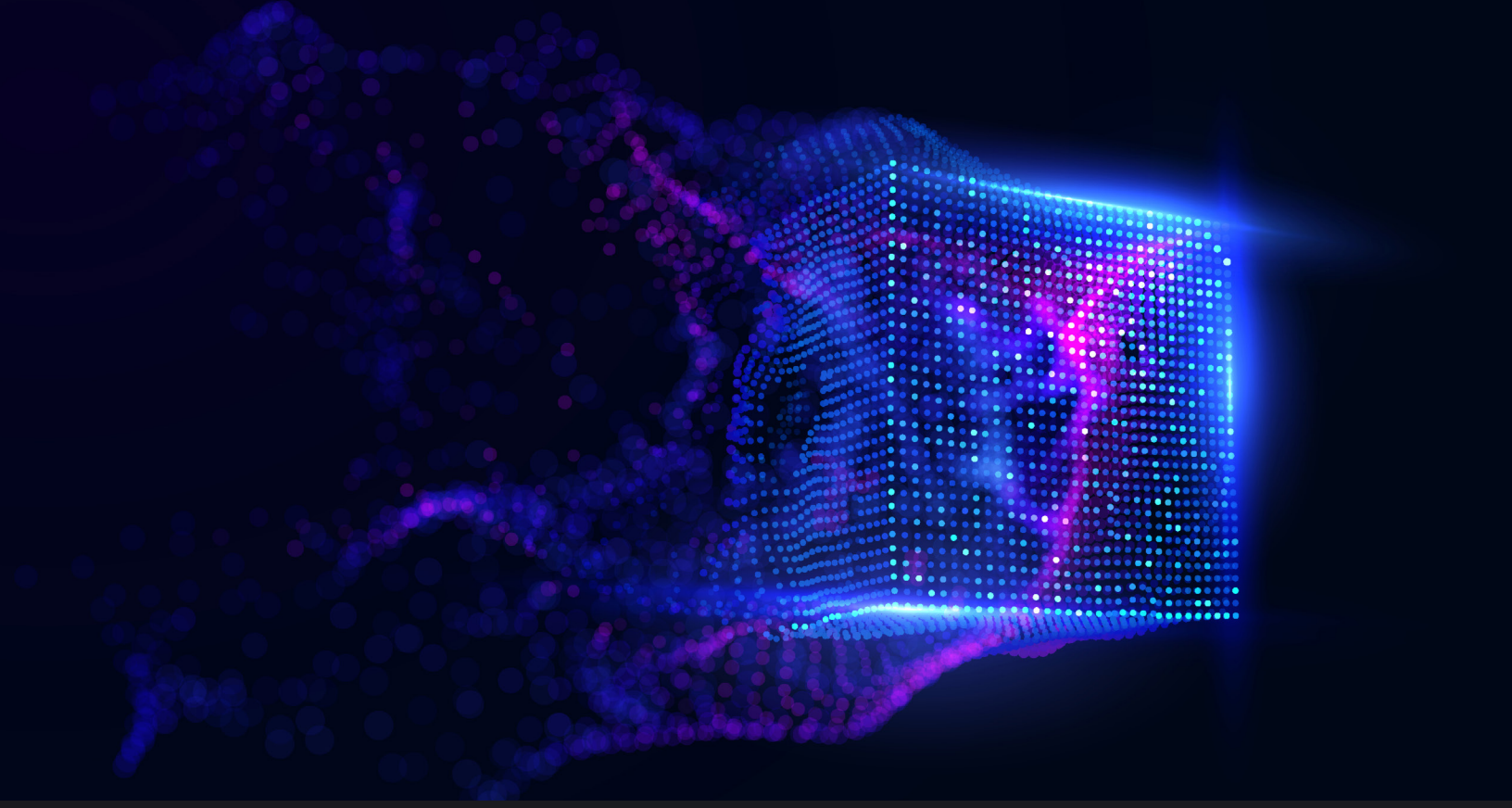
OCTAVE

WHITE PAPER

Harmonized quality management drives business benefits



For businesses with quality systems that are not integrated and don't "speak" to each other, there's the chance that they are missing out on critical manufacturing information that can harm productivity. This can compromise product quality and cause costs to skyrocket thanks to multiple production plants using different quality systems or a mix of systems accumulated through years of acquisitions and divestitures. Regardless of the root cause, redundant quality systems are a drag on delivering optimal business results.

These different systems may have been purchased by different departments or teams, come from acquisitions or be specialized for a specific function. When these overlap, there's the chance that employees are duplicating tasks, creating conflicting sets of information and missing out on important information from other areas of the business. With a harmonized quality management system, an organization can avoid this duplication and improve efficiency across the business.

Redundant quality systems make it difficult to adapt to today's rapidly evolving business landscape. When a business integrates its disparate systems, the result is a comprehensive quality management solution that can streamline business processes and break down silos between departments.

The issue with disparate quality systems

It's great to see different departments making quality decisions. Still, this can lead to redundant quality systems that might work alone but are highly inefficient in the wider business context. When multiple systems are all doing the same or similar work without speaking to one another, processes and documentation are duplicated across the business and the lack of insight can make it harder to find the root cause of problems to prevent future occurrences.

For example, there might be one system for document control and one for supplier quality — both operating independently of one another. A comprehensive quality management system would bring all these elements together — allowing suppliers to gain access to important documents.

Some specific issues quality system redundancy can cause include:

- Reduced business agility when multiple quality systems need to be updated as business needs change
- Lack of integration across processes, teams and locations creates serious communication issues with various knock-on effects, such as tasks not being completed within the deadline
- Increased end-user training costs as users of multiple systems need to learn unique user interfaces and work procedures
- Lack of visibility into quality issues across the organization can result in high costs or risks to the brand
- Data loss when systems are not integrated or when some processes are managed via paper documentation or spreadsheets
- Excess cost maintaining multiple systems — these resources include technology, processes and people

Eliminate inefficiencies with a comprehensive QMS

Redundant quality systems are expensive to maintain and don't provide visibility into systemic quality events or trends, increasing the risk of costly non-compliance and damage to the brand. Quality processes can be connected, standardized and harmonized with an advanced quality management system (QMS).

Octave provides a single system that offers global dashboards and unique, configurable processes for a specific function. This helps to eliminate redundant systems, allowing all employees to work from the same platform.

The benefits of a comprehensive approach to quality management

On top of eliminating silos and streamlining processes, there are a number of benefits to adopting a comprehensive quality management system.



Connectivity

Connectivity improves how different departments or locations communicate with one another. That allows for:

- Streamlined communication across processes
- Limited internal or external quality failures
- Standardization of data, processes and expectations
- Quality systems are linked and harmonized
- Continuous improvement



Integration

Integration enables processes to work together by 'speaking the same language.' A large part of this is standardization, which enables:

- Processes throughout the organization that can communicate across different regions and products
- A global, bird's-eye view of the quality organization and the ability for quality leaders to use data to predict future events and minimize risks
- Proper incident reporting
- A more proactive approach to quality and safety issues



External collaboration

Promote better external collaboration by bringing third parties into the fold. This can help give deeper insight into supply chain quality by securely extending quality processes to an external party (i.e., a supplier). In this way, suppliers can access data that is relevant to them and draw better insight into the entire supplier quality process.

An advanced QMS enables:

- The creation of a dedicated portal that suppliers can use to respond to corrective action
- Audit tools to send data directly to suppliers for a quick response



Contextual awareness

Global organizations want consistent processes as much as possible, but some departments have unique requirements that need special attention. A broad, top-down view of processes via a QMS ensures that different processes are clear and specific needs can be met. For example, different departments can see how others operate, giving more context to the data they provide and the documents they share. This helps each area of the business work in harmony, improving efficiency and quality while also aiding in decision-making.



Adaptability

An adaptable business is flexible to meet specific current needs yet also has the ability to create a future-proof system. An adaptable QMS allows:

- Continuous improvement of processes and improved manufacturing outcomes
- The ability to more effectively meet ever-changing regulations and compliance needs
- Configuration of best practices and comprehensive quality management applications to meet a business's unique needs

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Visibility

A single comprehensive quality system serving all departments offers deeper insight into quality issues, productivity, supply chain performance and regulatory compliance successes and gaps. This enables business leaders to make more informed decisions and minimize risk. With automated reports, everyone in the business can get the level of visibility they need into performance, workflows and more.

Companies that make quality a priority have a competitive advantage, and a harmonized QMS helps them future-proof themselves while prioritizing quality and customer satisfaction. Eliminating silos with a single source of truth that works across all areas of the organization improves visibility, delivers stronger insights and supports the scalability required to drive better business results.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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