



# How streamlined supplier quality management can help with supply chain challenges

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Supply chains break. It's not if, it's when. Shifting trade dynamics, labor shortages, transportation bottlenecks, raw material scarcity — disruptions come from everywhere. You can't control the chaos, but you can control how you respond to it.

Visibility changes the game. When you can see into your supply chain in real time, you move from reactive to ready. That's where quality management becomes your edge. Before you do that, though, we need to look at the factors that stress supply chains and can make them break.



# What's breaking supply chains

Common disruptions include:

- Global trade tensions and shifting geopolitical landscapes
- Labor shortages, including skilled workforce gaps
- Interruptions in transportation and logistics networks
- Raw material shortages and production delays
- Natural disasters and climate-related events
- Rising costs of energy and fuel

These pressures are creating shortages across industries. In automotive, semiconductor scarcity made headlines. But **raw materials like lithium, nickel, cobalt and magnesium** have been hit too, affecting manufacturers, suppliers and entire industries.

# How an automated QMS sharpens your supply chain visibility

An automated QMS cuts through the noise to show you what's happening across your supply chain. Whether your suppliers are struggling now or heading toward trouble, you'll see it. And you'll adapt.

This visibility sharpens your ability to:

- Spot delays ahead of time, allowing you to adapt
- Monitor supplier quality
- Find opportunities to reduce waste and increase efficiency
- Address issues before they escalate
- Identify changes in suppliers and customers
- Recognize bottlenecks or gaps in the supply chain

Octave Reliance (formerly ETQ Reliance) is a quality management solution (QMS) built to provide deep visibility across your entire organization. But it goes further. Octave Reliance brings your suppliers into the fold.

In a recent webinar, Cliff Davis, Quality Systems Development Leader at Rheem, **explained how the company uses Octave's QMS**. He said, "We turned Reliance into a supplier portal; all of our suppliers have a username and password to log into Reliance and respond to quality-related documents. It's really been great for us to have that portal that allows that customer or supplier to respond to quality issues, key patches and correction actions. It's pretty powerful to take it out of the control of email and spreadsheets, and now it's a well-oiled machine."

**An automated QMS treats quality as a key metric. Advanced analytics provide the granular insights needed to combat supply chain fragility. By working with suppliers to sharpen this metric, you build resilience against global shortages.**

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**Cliff Davis**

Quality Systems Development Leader, Rheem

# How Octave Reliance amplifies your supply chain resilience

Octave Reliance includes features designed to sharpen your response to supply chain disruptions and build long-term resilience.

## **Real-time data visibility**

See the shortage before it hits. Real-time insights accelerate decision-making and help you spot problems before they cascade. With supply chain conditions evolving constantly, knowing what's happening now helps you adapt and build resilience.

## **Collaboration and connectivity**

Darrell Williams at Oshkosh Corporation uses Octave Reliance to work closely with suppliers and partners. He explained, "When we go to assign a PPAP, we're assigning it to the quality folks on the shop floor doing the actual work. For the most part, with ETQ, we've set up direct communication to all of our suppliers. From a communications standpoint, it's much quicker now, and we're not having to wait for things to route through the entire organization."

Connect departments and suppliers in one centralized workflow. This connectivity sharpens visibility and accelerates decision-making. Everything you need is at your fingertips.

## Cloud access and audit trail

Cloud access means employees, business leaders and suppliers can reach relevant areas of the system from anywhere. Collaborative working with a clear audit trail. No data silos.

## Document control and reporting

Reliance centralizes your documents, allowing everyone throughout the supply chain to contribute to and access necessary documentation. You can see supplier certificates and documentation while they understand your workflows and requirements.

## Automation and scalability

Reliance amplifies efficiency and productivity by automating repetitive tasks. Audit your supply chain and generate reports with less effort.

## Customization

As a fully customizable solution, Octave Reliance adapts to how you work with your suppliers rather than forcing you to change your processes for the system. Darrell Williams, Manager, Supplier Development at Oshkosh Corporation, said, "We don't really use out of the box. We have processes already and want to make sure we follow those, and [Octave Reliance] provided the flexibility that we needed, so we didn't have to completely change our processes. We improved them, based on what we saw."

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**Darrell Williams**

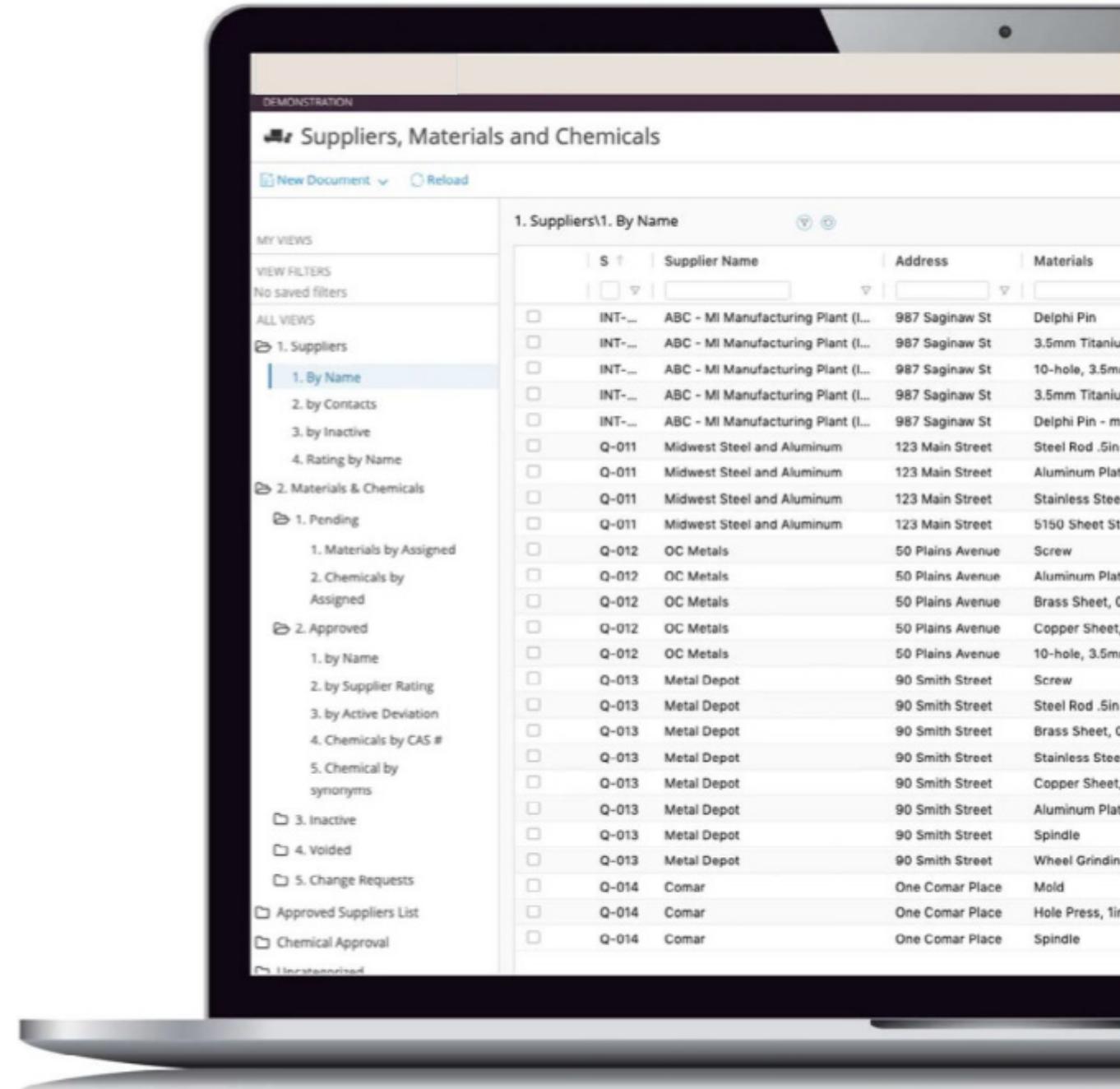
Supplier Development Leader, Oshkosh Corporation

## Risk management

Using the right QMS prepares you for supply chain disruptions and emergencies. Octave's built-in risk management tools let you track compliance, manage tasks and make decisions based on real risk data.

## Analytics

Octave Reliance sharpens your understanding of opportunities, helps you mitigate risks and reveals efficiencies — even when you're facing a supply chain shortage. Detailed analytics help business leaders make informed decisions despite real-world challenges.



# FAQ

## Why are there supply shortages?

Supply shortages stem from multiple sources: workforce disruptions, raw material delays and transportation bottlenecks. More recently, shifts in global trade dynamics and rising energy costs have compounded these challenges, leading to higher expenses, delayed deliveries and difficulty managing inventory and customer demand.

## What are the major supply chain issues?

Key supply chain challenges facing businesses today:

- Material scarcity
- Increased logistics costs
- Difficulty forecasting customer demand
- Port congestion
- Shifting consumer preferences

## What is causing the supply chain shortage?

The supply chain shortage results from several factors working together:

- Geopolitical instability and trade tensions
- Labor shortages and skills gaps
- Infrastructure constraints and transportation bottlenecks
- Raw material shortages and delays in production
- Rising energy and fuel prices
- Increased shipping and freight costs

## 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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