



# Supply chain quality

Quality management goes beyond your organization's production process. Because quality issues can surface at any point in the supply chain, your organization's ability to proactively monitor and manage supplier quality is crucial for the continuous improvement of finished products. Quality issues related to suppliers not only delay production and incur costs, they can also cause irreparable damage to your brand reputation — especially if unresolved issues are discovered after a product has entered the market.

However, supply chain visibility is one of the most pressing challenges facing most organizations today. Limited visibility poses unknown risk factors that could negatively affect the finished product and cost your organization in defects, rejects and recalls.

A key challenge of supply chain quality is communication, which is often time-consuming and inefficient with multiple sites dealing with various suppliers via email, phone and fax. Without a centralized platform to capture supplier data, your organization may be wasting resources to deal with overlapping quality issues.

## Why Octave Reliance?

With Octave Reliance (formerly ETQ Reliance), organizations can directly involve suppliers in internal quality processes. The platform helps organizations ensure consistent quality of finished products by automating control and visibility over all elements of the supply chain, from local manufacturers to global suppliers.

- Quickly detect and address quality issues
- Streamline supplier onboarding and evaluation
- Track and evaluate the quality of supplier goods in real-time
- Speed up the development and release of new products
- Reduce defects in finished products related to poor supplier quality
- Improve efficiency in supplier communication
- Improve accountability and visibility of the supply chain
- Directly involve suppliers in the product lifecycle and corrective action processes
- Centralize supplier process documentation

*"Octave helps us maintain a high level of reliability by managing our corrective action database. Whenever staff notice a problem that needs to be addressed, an HMI quality person assigns a corrective action directly to the supplier."*

**Ken Grisso**

Senior Quality Specialist, Herman Miller Inc.

# Benefits of the Octave Reliance supply chain quality module



## Secure supplier access to Reliance

Octave Reliance gives you the ability to provide tightly controlled QMS access to suppliers so that they can participate in the product lifecycle when appropriate in areas such as new product introduction, issue remediation, corrective action, root cause analysis and supplier quality analytics.



## Supplier Corrective Action Request (SCAR)

The platform enables organizations to identify, fix and record quality issues traced to suppliers with the same corrective action procedures used internally: root cause analysis, corrective action plan and verification check via risk analysis.



## Production Part Approval Process (PPAP)

The PPAP enables organizations to establish clear design specifications for suppliers and monitor supplier compliance with those standards. All submissions, approvals and optionally waivers of components and sub-components are managed on a centralized repository.



## Comprehensive supplier rating reports

Users can build comprehensive scorecards based on quantitative and qualitative elements, each with its own percentage. Supplier corrective actions and critical metrics are automatically updated.



## Centralized FMEA documentation

Integrating failure modes effects analysis (FMEA) documentation with PPAP ensures that all known risks are captured on one platform, which provides valuable data in root cause analyses.



## Supplier deviation management

Suppliers can use the platform to alert users in advance of any components or materials that deviate from the specifications in the PPAP. The platform also captures any change in materials, which reduces surprises and ensures agreement on all sides before production begins.



## Configurable 'acceptable quality' levels

Octave Reliance allows users to organize and streamline the inspection process based on configured Acceptable Quality Level tables. Failed inspections automatically trigger nonconformance workflows.



## Integrated supply chain data

Octave Reliance integrates with ERP software. Bi-directional data exchange allows the platform to extract and feed information to users' existing systems for a consolidated view of supply chain data.

## 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.

©2026 Octave Intelligence plc and/or its affiliates. All rights reserved.