



Solving the cost of poor quality across manufacturing operations

The cost of poor quality (COPQ) typically runs 5-15% of annual revenue for a global manufacturer.¹

TOP FLOOR

Audit and compliance efficiency

Reduce lead times across audit management, calibration and quality review

Proof point: Avanos

- Saved up to \$2.79M annually
- Up to 92% reduction in lead times³

Corrective action and governance

Standardize how you investigate issues and verify they're investigated and fixed

Proof point: Owen Mumford

- CAPAs down 45%, complaints down 50% (2016-2021)
- Zero FDA 483 findings across four sites³

Technology consolidation

Replace scattered point solutions with one connected system of record

Proof point: Lumileds

- Cut QMS technology footprint by 35%
- Trimmed roughly \$700,000 per year in operating costs³

CUSTOMER

Hidden defects caught before they reached more customers

Connect shop-floor and top-floor data for a complete view of your quality operations

Proof point: Symmetry Surgical

- Customer feedback tracking uncovered a hidden rework issue affecting 0.5% of shipments³

SHOP FLOOR

Equipment reliability

Reduce unplanned downtime by connecting calibration and maintenance data

Proof point: E Ink

- Cut unplanned equipment downtime by virtually 100%³

Scrap, rework and field failures

Catch a defect at the source before it's shipped

Proof point: Hobson & Company survey of Reliance customers (average across 12 organizations)

- Scrap and rework costs down roughly 3%¹
- Field failure costs down roughly 5%¹

Warranty and defect costs

Connect defect data to warranty claims to catch systemic issues before they compound

Proof point: Hobson & Company survey of Reliance customers (1 organization)

- Reduced overall warranty costs by 70%, tens of millions of dollars³

Customer satisfaction and loyalty

Turn consistent quality into measurable brand trust.

Proof point: Hobson & Company survey of Reliance customers (1 organization)

- Net Promoter Score improved from 22 to 28²

Time to market

Faster, more reliable quality processes shorten the path from development to launch.

Proof point: Kimberly-Clark

- Cut new product introduction cycle times by 80%

Looking to achieve similar results?

We can help. Schedule time to discuss your needs.

Schedule Time Now

¹Unlocking stronger margins and cash flow through quality transformation

²Hobson & Company research, "Driving ROI: The business case for a proven quality management system for life sciences"

³Case studies: Avanos, E-Ink, Owen Mumford, Lumileds, Symmetry Surgical