



Solution Overview

# Quality Management Solutions

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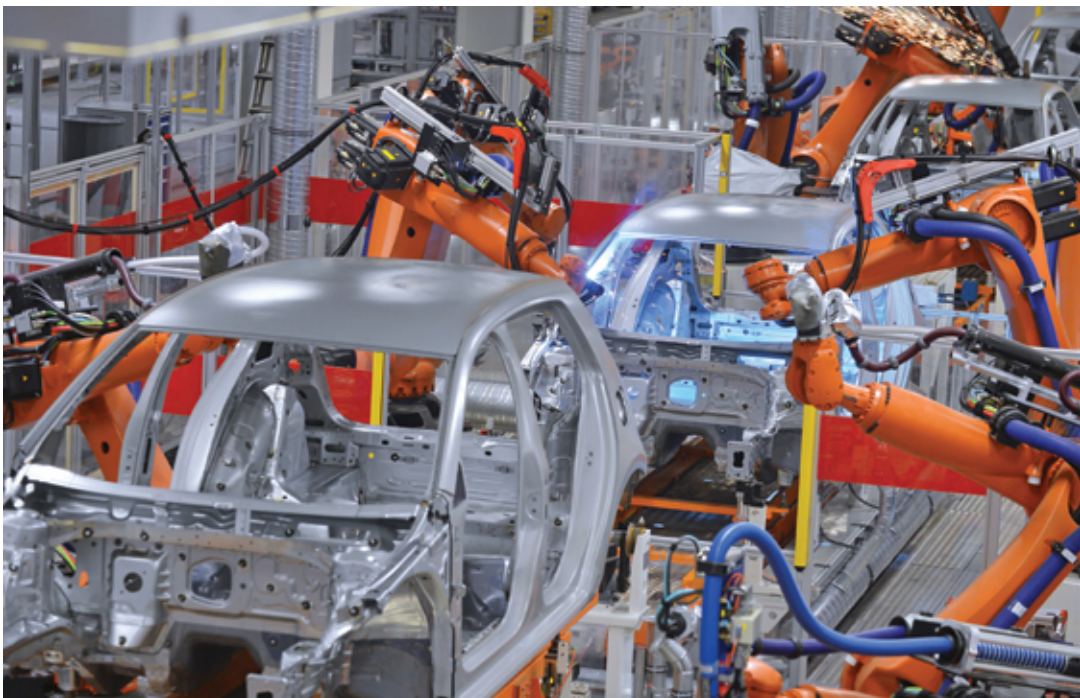
Engineering and Manufacturing Solutions Practice

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## Challenge the way you work today. Lead the way tomorrow.

Manufacturing organizations that commit to Quality Management Solutions achieve results by first understanding the business and then mirroring a culture of quality and continuous improvement across the firm.

**Companies that partner with us** to leverage our proprietary frameworks and tools, as well as our expertise in plant floor systems can transform their operations. We help clients unlock significant value by integrating their plant operations with their larger manufacturing value chain.



# Integrated Quality Processes Across the Value Chain

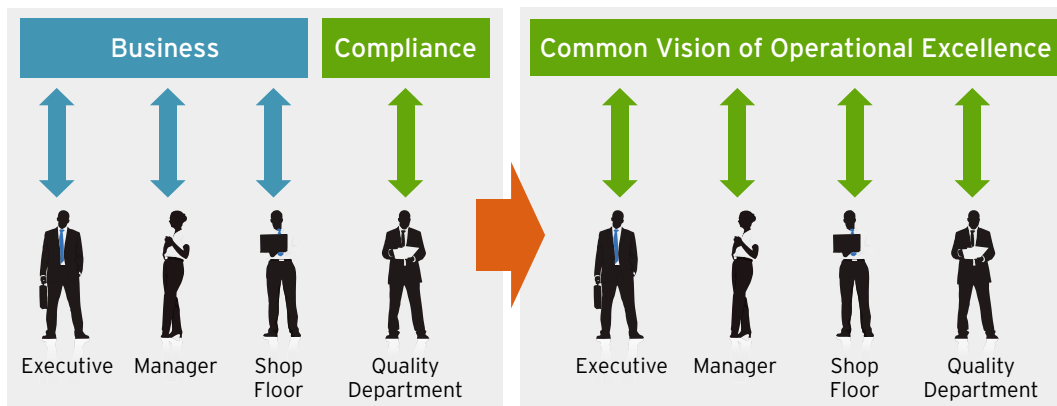
In today's ultra-competitive global manufacturing world, quality executives face challenges towards building a culture of quality, and establishing quality systems and metrics.

Although many organizations have a "quality as a department" mindset, this puts them at a disadvantage. When quality is managed as an independent silo, companies are more likely to deal with quality problems in a reactive manner. Employees tend to view quality as a policing function, and quality controls are difficult to manage. Organizations saddled with disparate quality systems often find themselves managing in an environment where quality data is disconnected, disconnected and hard to reconcile.

A key component in the approach to quality management is the collection and analysis of a standardized set of quality metrics. Typically, quality metrics are not adequately defined nor effectively measured. We believe that a process-oriented approach coupled with metrics should drive QMS technology investments to achieve better compliance, lower cost of quality, and improved customer satisfaction.

## Operations and Quality

Cognizant's Quality Management Solutions make quality a pillar within a common vision of Operational Excellence shared by the entire organization. We work to drive change from the top floor to the shop floor, and work with quality management executives to drive a progression away from "Quality as a Department" to "Quality as a Responsibility."



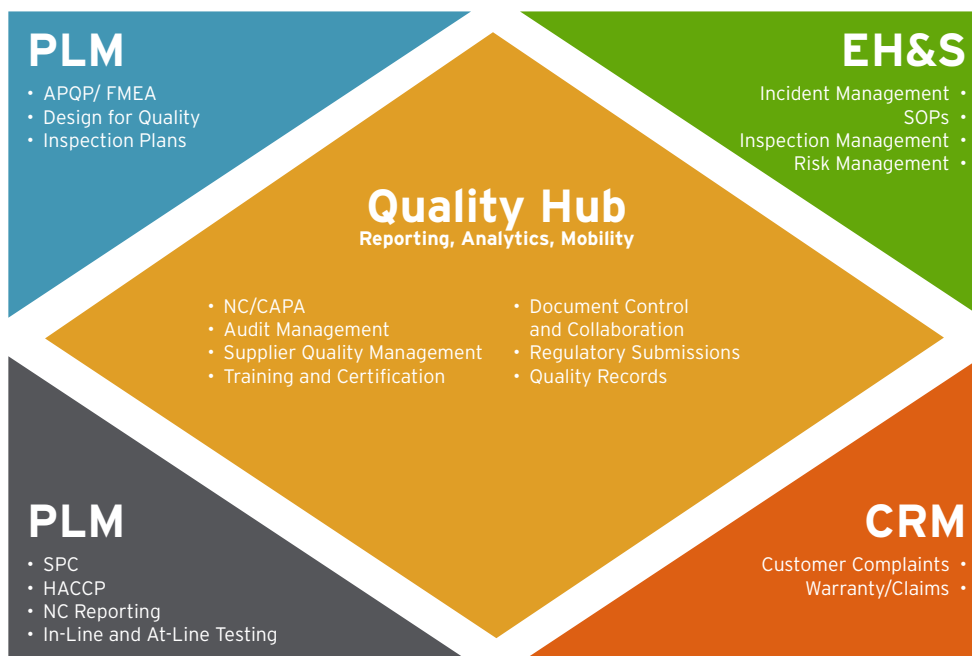
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# Overcoming Disparate Systems and Different Data Sources with Sparta TrackWise™

We help organizations overcome the problem of disparate quality systems and data by creating “Quality Hubs” such as what can be built using an Enterprise Quality Management system like Sparta TrackWise™.

To effectively build a culture of quality across the enterprise, Sparta TrackWise™ can form the core of a reporting and analytics system that measures and reports quality metrics so the organization can embark on its quality journey and spark a culture of continuous, incremental improvement.

## Build a Quality Hub as the heart of your PLM, MES, CRM, and EH&S systems:



# ASPIRE Methodology

## Decreasing Time-to-Market Accelerating Quality Systems

Cognizant uses its proprietary ASPIRE Methodology to develop custom QMS solutions that are right for your business. We:

- **A**ssess your current quality maturity processes and publish a current vs. future state report
- **S**elect the right set of technology investments that will meet business objectives
- **P**repare optimized processes that move the needle on Quality
- **I**mplement the solution
- **R**eap the benefits of quality optimization by improving upon KPIs
- **E**xtend gains to other aspects of the manufacturing operation.

The diagram below outlines our ASPIRE methodology in more detail.

ASPIRE						
	Assess	Select	Prepare	Implement	Reap	Extend
	Process Assessment	Package Selection	Process Harmonization	QMS Implementation	Result Evaluation	Extend to Beyond the Enterprise
Activities	Assess the quality process and define a roadmap	Evaluate the best QMS solution for the required functionalities	Optimize the process through re-engineering and elaborate the implementation plan	Implement the application and help adopt the solution across the organization	Measure post-implementation results and suggest continuous improvement opportunities	Roll out to the extended enterprise
Deliverables	<ul style="list-style-type: none"> <li>• Maturity report</li> <li>• Gap analysis</li> <li>• Business case</li> <li>• QMS roadmap</li> </ul>	<ul style="list-style-type: none"> <li>• Requirements</li> <li>• Proof of concept</li> <li>• Package selection</li> <li>• Refined business case</li> </ul>	<ul style="list-style-type: none"> <li>• Process definition</li> <li>• Gap analysis (solution selected vs. to-be)</li> <li>• Optimized to-be process</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation and rollout</li> <li>• Training and adoption</li> </ul>	<ul style="list-style-type: none"> <li>• Metrics/KPIs</li> <li>• Continuous improvement plan</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusion of external stakeholders</li> </ul>

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## Moving Forward

### Build a Metrics-driven Culture of Quality

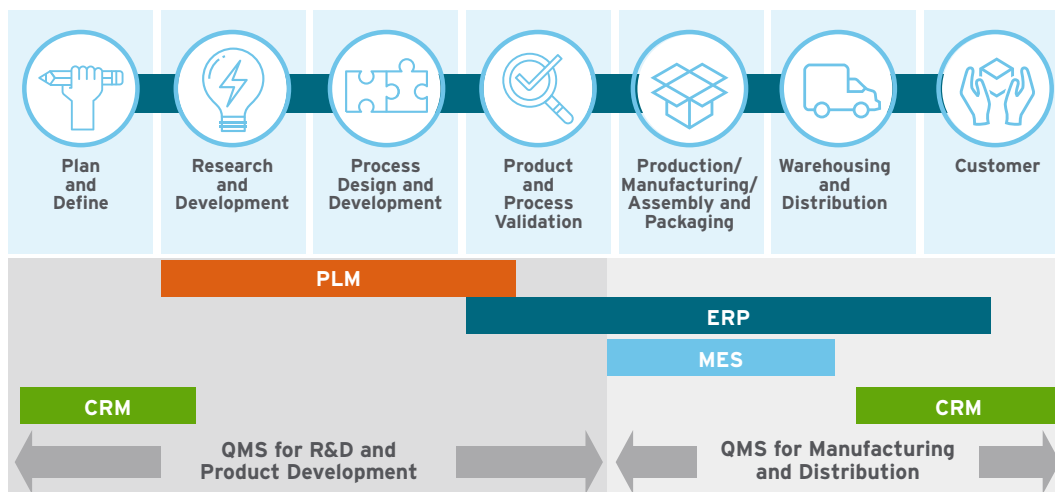
In today's digital world, it is increasingly important for business leaders to bake quality into their products and institute a culture of quality in the organization. Effective QMS programs enhance sustainable competitive advantage and profitable growth.

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## How Cognizant Helps

Cognizant's Engineering and Manufacturing Solutions team helps clients define and harmonize their quality processes with a view not only toward present-day challenges but also with a future-state vision in mind for improved Quality, Risk & Safety Management and Regulatory Compliance. With proven methodologies, our client-centric team, and deep implementation expertise, Cognizant is your strategic partner in your quality journey.

### Where QMS Fits in the Manufacturing Value Chain and Technology Landscape:



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# Customer Success Stories

With more than 20 years of experience successfully implementing Quality Management programs at some of the world's premier global organizations, our dedicated consultants provide end-to-end Quality Management solutions that redefine the culture of quality in an integrated way across the enterprise.



## **Multinational Biopharmaceutical Industry**

### **Project: Quality Process Harmonization and Upgrade Quality Management System**

- Built a global integrated complaint management system that improved regulatory compliance
- Enabled a faster response to customers for reported product quality issues
- Provided business intelligence reporting on quality trending metrics
- Engendered "Quality as a Responsibility" culture across the organization



## **Global Medical Device Company Specializing in Eye Care**

### **Project: Process Harmonization of Global Complaint Management System**

- Built Global Complaint Management System
- Standardized corporate business intelligence metrics
- Unified disparate systems and harmonized quality processes



## **Healthcare and Lifestyle Industry**

### **Project: Integrated Global Service Order System**

- Created a single window for collecting all service events and feedback across globe in multiple languages
- Provided client with an effective model for disposition of service events and feedback: complaints, service requests, and adverse events were serviced through prompt action and reporting
- Multivendor management accomplished

# KEEP CHALLENGING™

## LET'S TALK

Are you ready to leverage digital for your business? Learn more about Cognizant Digital Works.

Contact us today at  
[bedigital@cognizant.com](mailto:bedigital@cognizant.com)

## LEARN MORE

Cognizant has been named a "Leader" in "The Forrester Wave™: Business Transformation Consultancies, Q3 2015." The report analyzes changes that companies require to embrace digital business.

Read the full report at  
[cogniz.at/1XDBNdN](http://cogniz.at/1XDBNdN)

## ABOUT COGNIZANT

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 100 global development and delivery centers worldwide and approximately 221,700 employees as of December 31, 2015, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Visit us online at [www.cognizant.com](http://www.cognizant.com) or follow us on Twitter: [@Cognizant](https://twitter.com/Cognizant).

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