



Quality at the Speed of Light

Learn How Global Leader Lumileds Drives Quality

Agenda



Morgan Palmer
CTO
ETQ



Sadiq Eshaq
Application Program Manager
Lumileds

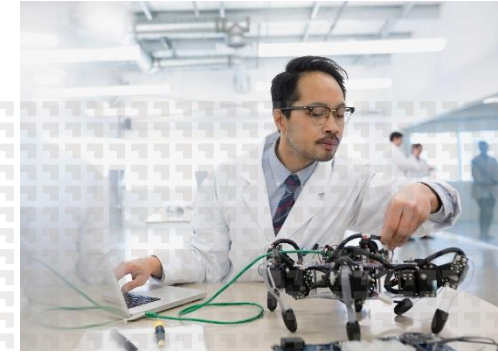




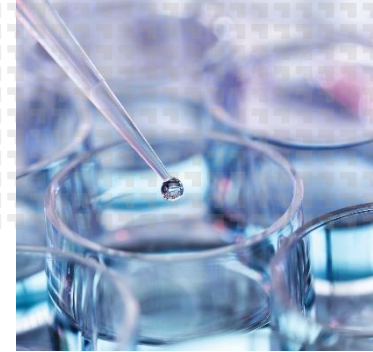
ETQ Reliance™

Morgan Palmer
Chief Technology Officer, ETQ





etq¹ Quality Creates.™



25 years rooted
in Quality
Management

Over 300 employees
focused on Quality

Successful across
multiple industries



Chobani



Boar's Head

Wawa logo

Simplot logo Manitoba Harvest logo

Your Food Safety and Quality Partner

- Delivers a flexible, easy and complete platform
- Provides deep expertise across all quality management processes
- Traceability – Ensure supply chain transparency from farm to fork
- Compliant with SQF, HACCP, ISO
- Off

Placeholder – to be updated for proper industry

Sampling of Food & Beverage customers



550+

Customers



1000+

Successful Installations



750,000+

Users

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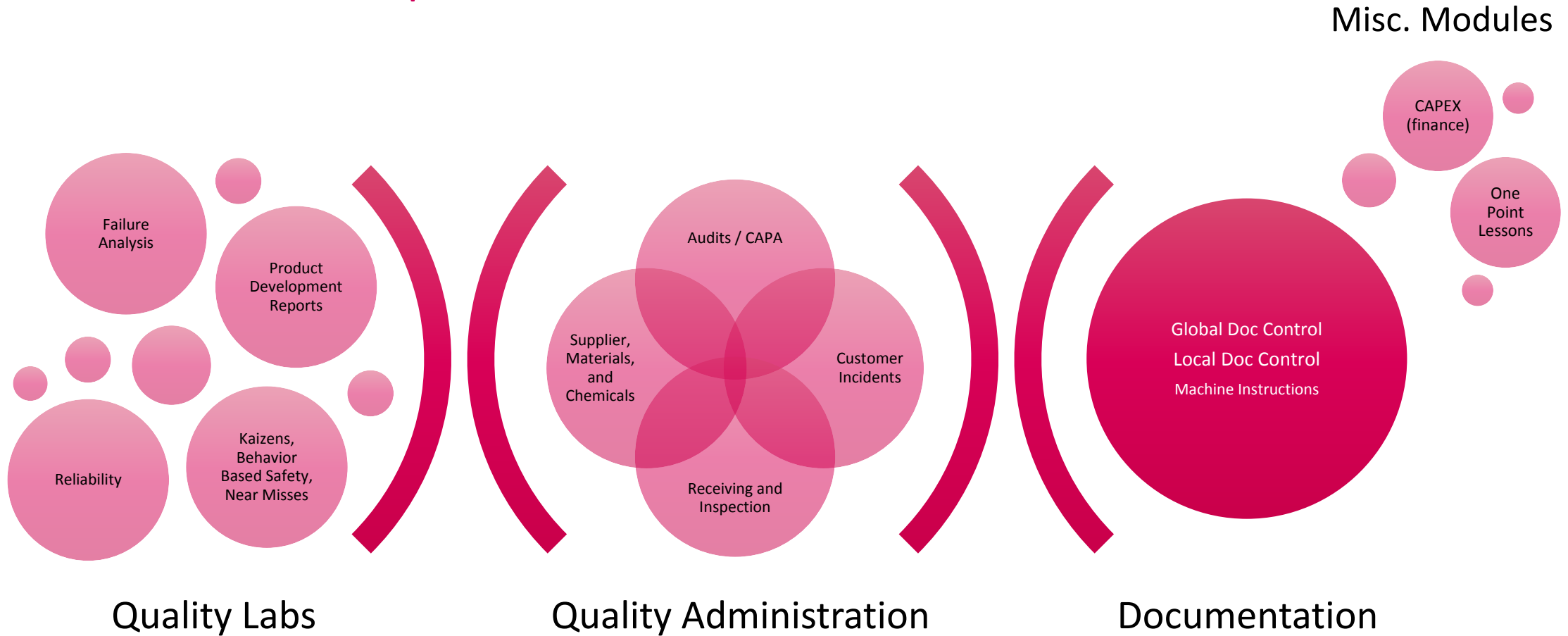


Background

- No IT background
- 3 years live w/Reliance
- Sole-support admin/PM
- Utilized globally across 25 sites/2000 users
- Launched 17 modules (8 custom)



Reliance Landscape



Future Plans

- Streamline all factories processes to utilize Reliance
- Reduce the application footprint by 20%
 - Consolidating Silo applications into Reliance
- Increase synergy between modules
 - Customer Incidents – CAPA – Supplier Profile
 - Incoming Receiving – Supplier Non-conformance
 - Failure Analysis – Reliability – Product Development





Sadiq Eshaq
Application
Programmer
Lumileds



Morgan Palmer
Chief Technology
Officer
ETQ

Interview

Quality at the Speed of Light



We Believe

that competitive advantage grows when companies take a **differentiated** and **agile** approach to quality management.



ETQ Reliance Applications carry ETQ's unique Platform genetics

ETQ Reliance Platform



Connectivity

Linking & data inheritance ensures common data across all applications



Integration

Industry standard & advanced integration options provide bi-directional data exchange



External Collaboration

Internal and external parties seamlessly and securely contribute to common workflows



Contextual Awareness

Location, role, and product-based filtering and security deliver the right information to specific users



Adaptability

Unlimited flexibility to modify or create new applications with drag-and-drop ease & powerful scripting



Additional Resources
etq.com/resources

Case Study / Subway

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SUBWAY

Food and Beverage
Subway® Speeds Up Vendor Approval with ETQ Reliance™

With a worldwide presence, SUBWAY® is constantly growing its supply chain. It uses a strict approval process to meet legal requirements and ensure high quality.

The Business Need
 It was experiencing issues with the amount of time it would take to get the legal documents negotiated, reviewed, signed and approved. The process took several months—email communication caused frequent delays. There was no traceability or tracking aside from manual spreadsheets that were not always maintained, so tracking or finding documents became almost impossible.

SUBWAY® knew it needed a way to better manage and track requests, making sure vendor information was properly stored and easily accessible for audits. It also needed something that could be used across multiple departments simultaneously, so all necessary information could be captured in sync. Finally, it needed a workflow that didn't depend on email communication, so requests would no longer be sitting in cluttered inboxes.

Filling the Gap
 Transferring this process to Reliance was the solution SUBWAY® needed. It was an easy transition as Reliance was already in use for other processes involving vendors. ETQ automated the process of vendor approval by providing a form, workflow and database for a visible way to track requests. It streamlined the process with a few unique features:

Form Wizard: The request form walks the user through

Progress Bar: Lets users see their progress status through the 10 steps of the form.

Documents Uploaded to Request Form: This grid shows what documents are required from a given vendor and tracks when they are uploaded.

Document Tracker View: Since up to hundreds of requests may be in progress at a time, they need to quickly see where multiple requests are at one time.

Documents Transferred to Vendor Profile: Vendor requests are removed from the database once they are complete, but this process automatically transfers all required documents from the request to the vendor profile so they can be included there.

Meeting the Needs
 This new process allows SUBWAY® to set up suppliers and get products to market faster. Requests, submissions and negotiations are no longer passed from email inbox to email inbox, which decreases the turnaround time from initial request to final approval.

Walking users through the submission form via the wizard broke-down the initial process into digestible chunks. This keeps users focused on the task and ensure they will complete all necessary steps. Within their forms, the ability to see which documents are acquired and which are needed

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Quality

ing the company's processes was weak years, but as the company grew and gained ex, it had to look into what would make the process continue to use manual processes g into an automated QMS. Manual processes meaning, error prone, becoming more difficult to manage as the number of processes and people involved grew. From the start, if the company continued with its manual processes, it would have to hire a document control specialist to handle all of the paperwork.

"Instead of continuing with manual processes, why not reorganize from the people within the company who think quality?" stated Randy Donawally at theGartner. "The idea was, if we saw the thought that quality is everyone's, we could reap the benefits of a quality culture as more efficiency and effectiveness."

With existing QMS was proving difficult to sign was familiar with enterprise QMS solu-

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Automation for the Food & Beverage Industry

Are You Ready for FSMA 2020?

It's 3:00 a.m., and another sleepless night spent worrying about the latest product recall. This time, your quality team caught the problem before anyone got sick. Next time, you might not be so lucky. Your manual tracking system is just not up to the task of tracking all of your products to their sources, and even though no one got sick, each recall is costing the company millions in lost revenue, lost good will, and production downtime. You are tired of reacting and want to be able to predict and mitigate risks before they become public-facing.

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Placeholder – to be updated for proper industry

The Quality Leader's Guide to New Product Introduction Success

Dan Jacob



Principal Analyst and Research Director, LNS Research

Date: Wednesday, March 27, 2019
 Hosted by ETQ
 Presenter:
 Dan Jacob, Principal Analyst and Research Director, LNS Research

Successful new product introduction (NPI) is crucial to achieve corporate goals combined with market trends including increased visibility to product performance leaders that see deep engagement in NPI as their holy grail may be surprised

[Learn More](#)



"Quality and supply chain leaders seek to ensure compliance with regulations, industry standards, and policies; standardize quality processes; maintain data; and provide internal controls. This research assesses the QMS software market and summarizes QMS applications, including ETQ Reliance.**

In this Gartner Market Guide, you will learn:

- Recommendations to optimize quality management, strategy and leadership
- Why organizations recognize that home grown systems are insufficient and increase exposure



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Analyst Reports, Whitepapers & Guides



Need a more food & bev friendly graphic

Q&A

