



# Resiliency is Not a Checklist Approach

Re-evaluating Quality and Supplier Management to Reduce Risk, Increase Efficiency,  
and Ensure Business Continuity





## About the Presenter

Aaron Davis is a Senior Product Marketing Manager of Quality and Operational Excellence at InteleX Technologies, ULC, focusing on bringing value throughout the customer journey and advocating for innovative solutions to organizational challenges. Aaron has over 15 years of product and marketing experience in technology industries including mobility, enterprise security, and IoT.

Email: [aaron.davis@intelex.com](mailto:aaron.davis@intelex.com)



# Session Agenda

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COVID-19 and the Great Reset

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New Challenges and Opportunities

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Defining Agility and Resiliency in Quality and Supply Chain

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The Importance of Integrated Risk Management

5

Best Practices for Increasing Agility and Building Resiliency

6

Industry Lessons and Learnings



# About Intelix Technologies, ULC

**FORTUNE  
500**

Nearly Half of  
Top 20 Trust  
Intelix

**2M+**

Engaged User  
Base

**1400+**

Customers Across  
Diverse Industries



**450+**

Global  
Employees





# The Great Reset

COVID-19 introduced unprecedented disruption into life around the world, and as a result accelerated the need for digital transformation across Quality and Supply Chain management programs.



# The Before and After

## Life Before:

- Stable demand patterns
- Complex global supply chains
- Focus on physical work
- Growth a key business priority

## The New Normal:

- Shifting and uncertain demand patterns
- Unprecedented supply chain disruption
- Focus on virtual work
- Continuity a key business priority

# What We've Learned... And What We Already Knew



Demand can change in an instant



The supply chain wasn't as resilient as we believed



Changing behaviors have immediate impacts



# What We've Learned

The ability to manage change is critical to ensuring process agility and resiliency throughout Quality and Supplier programs.

 Washington Post

## FDA says to avoid these 130 hand sanitizer products that may not work, or are toxic

Federal regulators are urging customers to avoid more than 130 hand sanitizers — several previously available through Walmart and other ...

3 weeks ago



 Forbes

## These 75 Hand Sanitizers Have Been Recalled By The FDA For Methanol Contamination

These 75 hand sanitizers have been recalled by the Food and Drug Administration due to methanol contamination, which can be toxic when ...

4 weeks ago



 USA TODAY

## FDA issues new warning to avoid nearly 90 hand sanitizers that may contain methanol

The FDA has issued a warning to not use certain hand sanitizers that may contain methanol, a toxic substance when absorbed through skin or ...

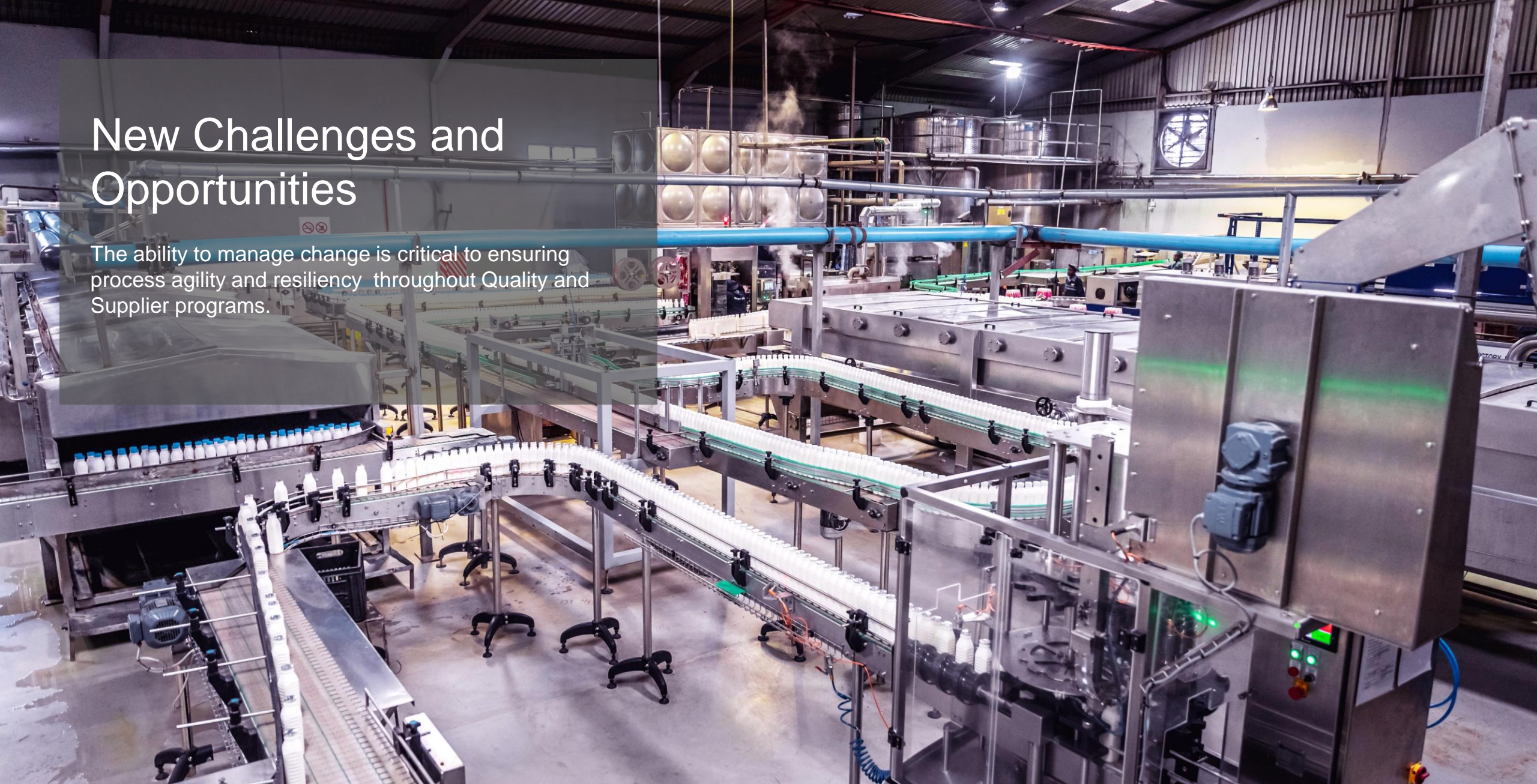
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# New Challenges and Opportunities

The ability to manage change is critical to ensuring process agility and resiliency throughout Quality and Supplier programs.





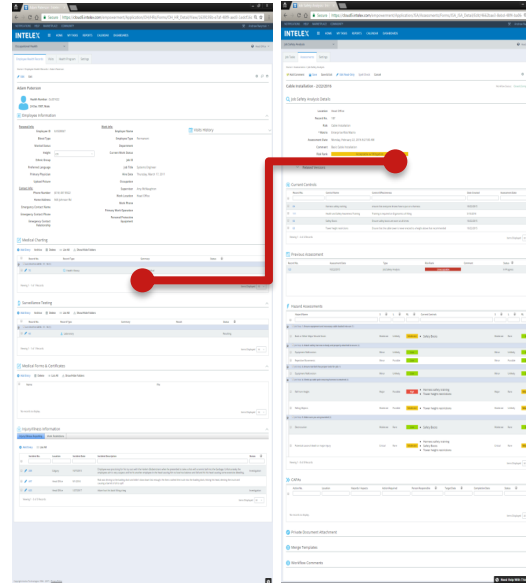
# With Change Comes Opportunity

## Risk Management



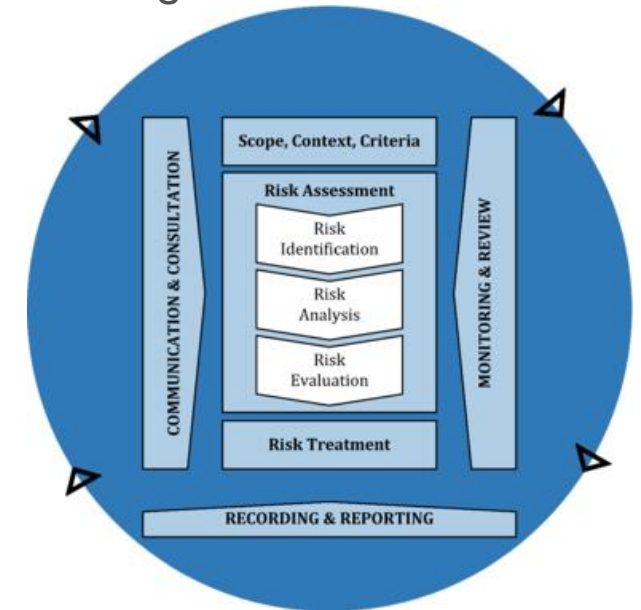
Move from a siloed to an integrated approach to managing risk across an organization

## Process Excellence



Build additional resiliency and agility at the process level to reduce risk and drive efficiency

## Business Continuity Management



Revisiting the management framework to galvanize and guard against future disruption



# What Do We Mean By Agility?

a·gil·i·ty

/əˈjɪlədē/

*noun*

ability to move quickly and easily



Changing market conditions



Supply chain disruption



Workforce disruption



Emerging protocols and processes



# What Do We Mean By Resiliency?

re·sil·ience

/rəˈzilyəns/

*noun*

the capacity to recover quickly from difficulties; toughness



Quality Management  
(ISO 9001:2015)



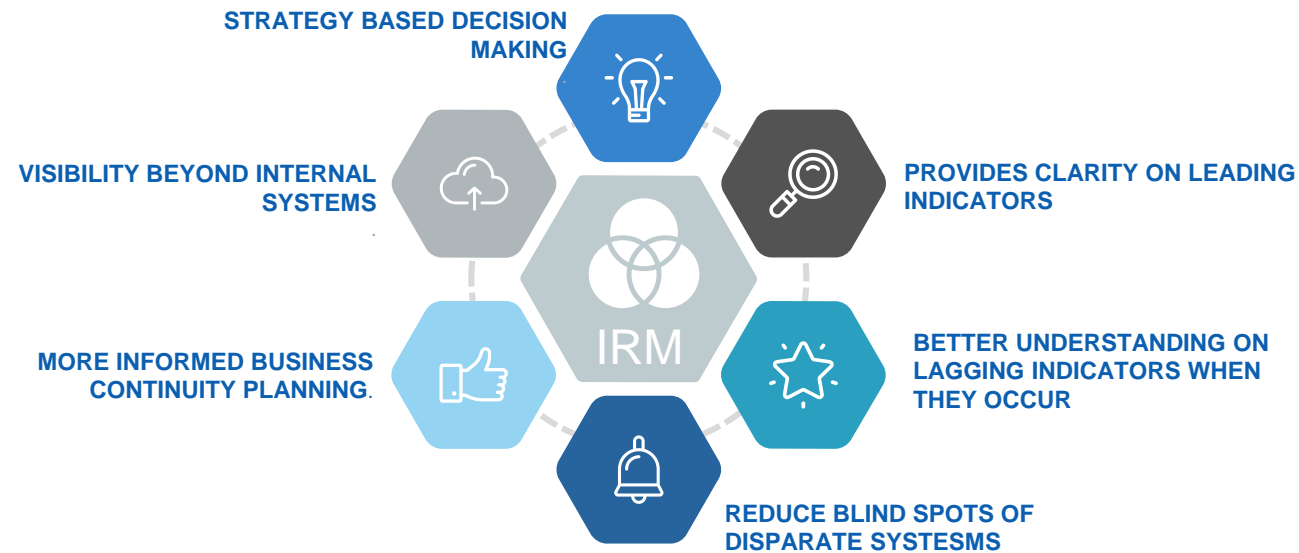
Business Continuity  
Management (ISO 22301)



Risk Management  
(ISO 31000:2018)



# Re-evaluating Risk Approach





# What is Risk?

- ISO 31000:2018
  - Risk is the effect of uncertainty on outcomes.
  - Anything that could prevent an organization from achieving its objectives is a risk.
- Risk is not universal across an organization. It is relative based on the resiliency of different parts of the system.
- Hazards, threats, and any type of uncertainty leads to the possibility of risk.



# Risk Beyond Internal Management Systems

01



## SUPPLY CHAIN

Risk suppliers may encounter disruptions, noncompliance and other issues.

02



## GEOPOLITICAL

Trade restrictions, political instability corruption.

03



## ENVIRONMENTAL

Pandemic, Extreme weather, Natural disasters.

04



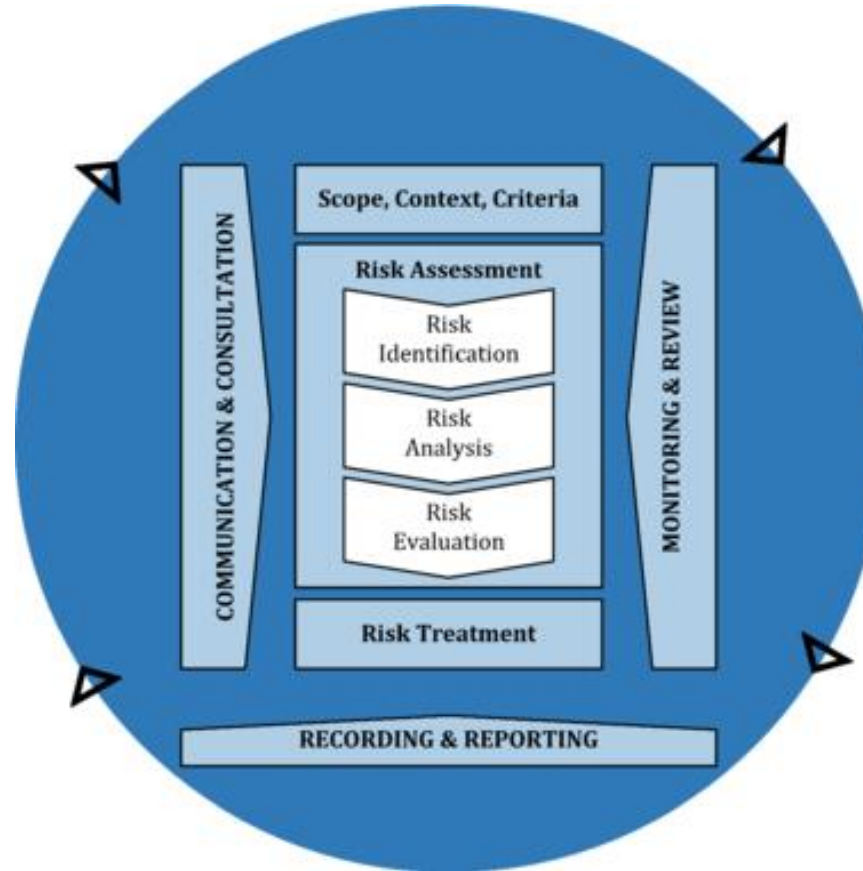
## PUBLIC OPINION

General view of supplier or organization chain within the public realm.



# Risk Management Best Practices

ISO 31000:2018 provides a risk management framework as follows.





# Best Practices for Reducing Risk – An Integrated Approach

FMEA

Complaints

Audits Findings

NCRS

Supplier Metrics

Product/Process/Function

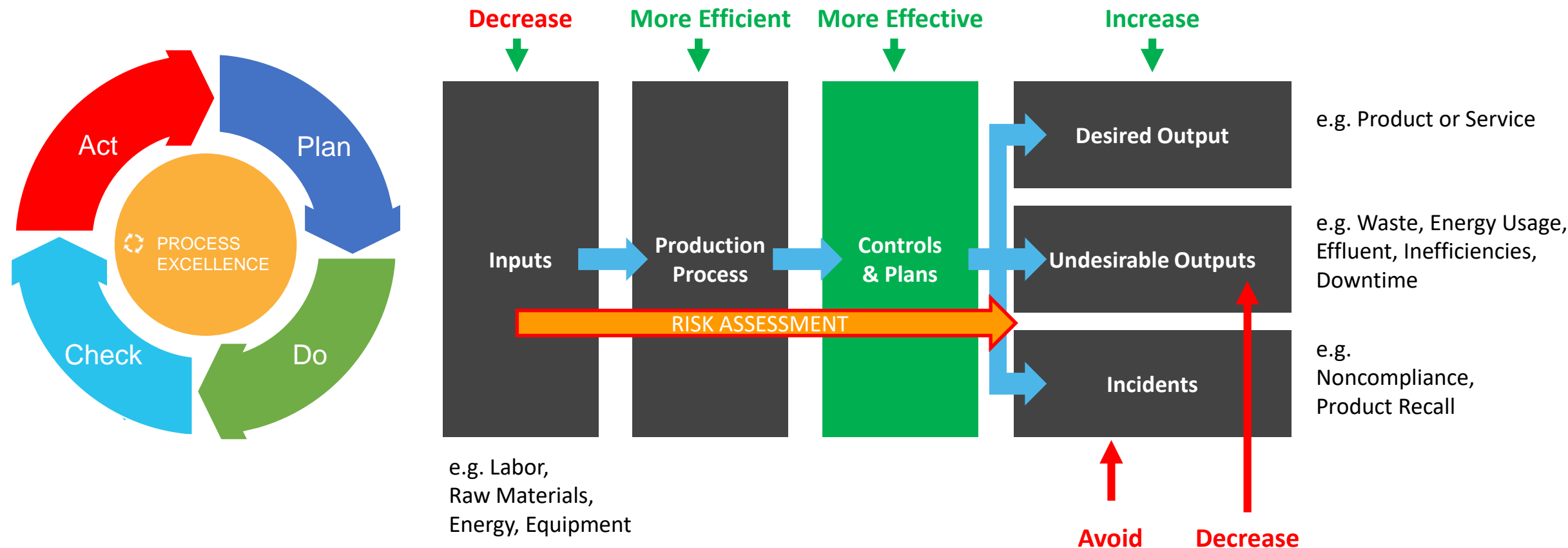


# Process Excellence Is Paramount

The management and continuous improvement of your Quality and Supplier processes can contribute significantly to a more resilient approach – building in agility for an uncertain future and driving greater efficiencies when needed most.



# Best Practices for Increasing Process Efficiency





# Doubling Down on BCM

COVID-19 has put the focus squarely on Business Continuity Management (BCM) in order to protect against unforeseen risks and protect against disruption throughout an increasingly complex global supply chain.





# Doubling Down on Business Continuity Management





# Industry Lessons

The COVID-19 crisis has highlighted the need for additional resiliency and agility in Quality and Supplier management programs, with these industries at the forefront.





# Food and Beverage

The COVID-19 crisis has put the focus squarely on the resiliency of the food supply chain. Quality and supplier programs continue to adapt to shifts in demand from consumers, additional operational protocols within production lines, and rapidly evolving supplier relationships.





# Life Sciences

The COVID-19 crisis has accelerated the need for pharmaceutical manufacturers and medical technology companies to scale up production of critical medical products to battle the pandemic in addition to accelerated therapeutic and vaccine research.





# Putting It All Together

Increasing agility and resiliency throughout your Quality and Supplier programs isn't a checklist, but a continuous approach that incorporates an integrated approach to risk, a focus on process excellence, and a fresh look at business continuity planning.

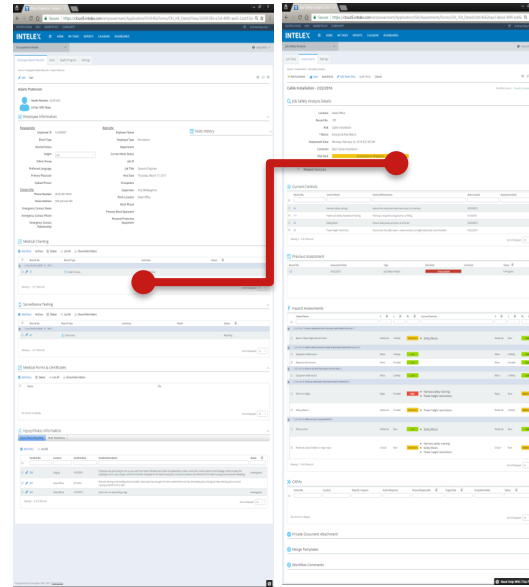




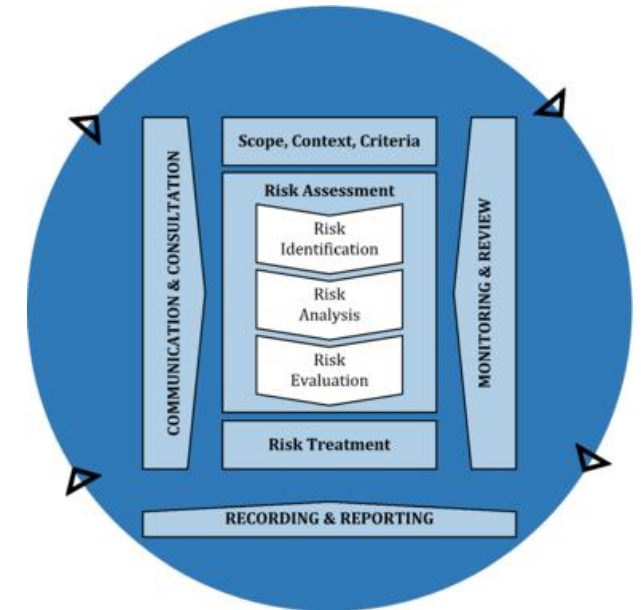
# Putting It All Together



An integrated approach to risk  
**ISO 31000:2018**



A focus on process excellence  
**ISO 9001:2015**



A fresh look at business continuity  
**ISO 22301**



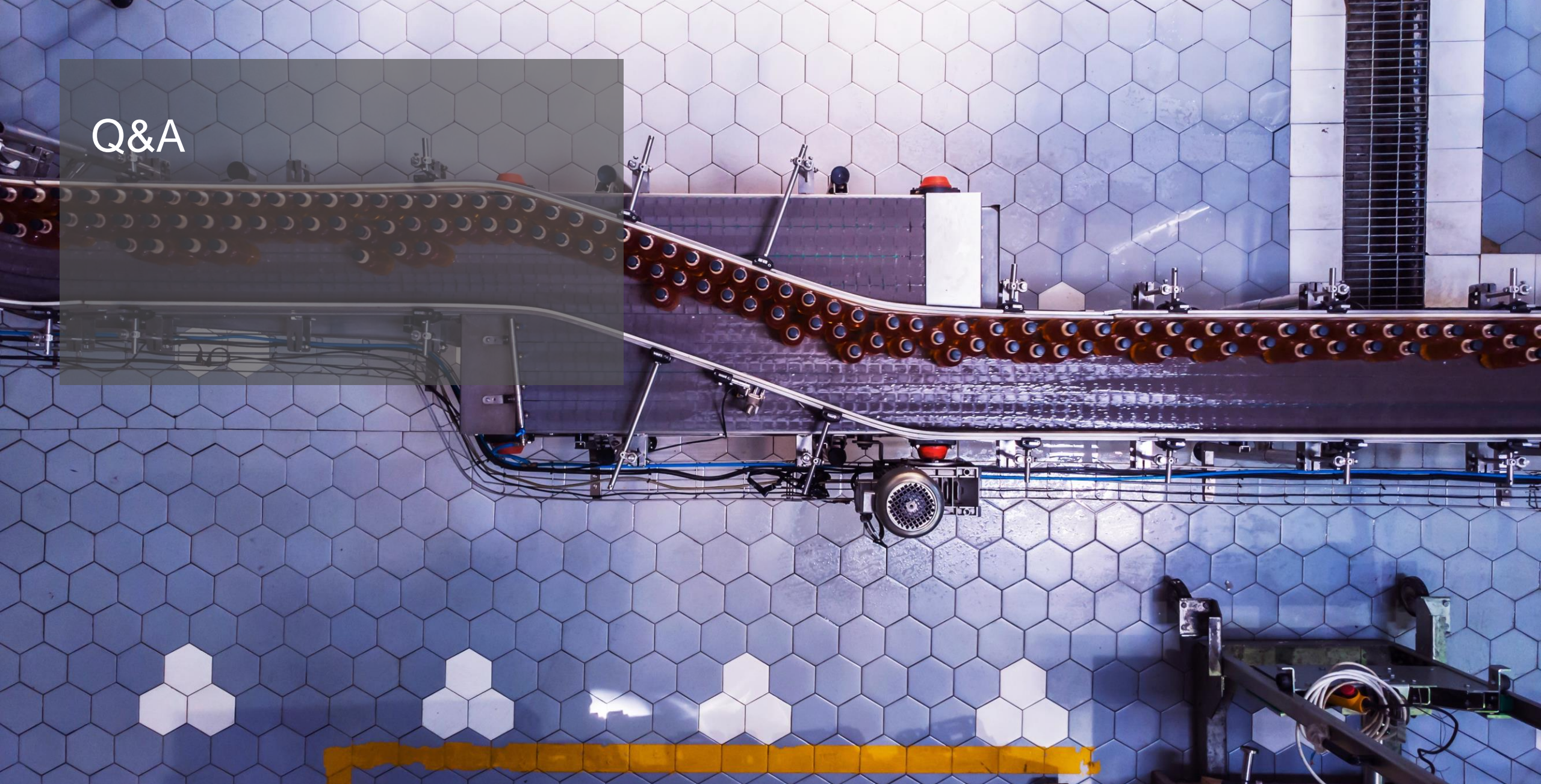
# Resources

Take advantage of the following Intelix resources to help your organization build additional agility and resiliency into your Quality and Supplier programs.





Q&A





Thank You