WHERE'S YOUR ORGANIZATION IN ITS Y MATURITY JOURNEY?

maturity journey. However, understanding how to get to the next phase in the journey requires knowing where you are in the first place.

Every organization—large and small—is moving through a quality management

THE FIVE PHASES OF

QUALITY MATURITY **MARKET LEADER** Top operational and financial performer. Ability to define markets,

AGILE

transform business models and disrupt incumbents.

Strong operational and financial performer. Ability to meet and exceed current market demands. Fast follower as markets transform.

PROACTIVE Average operational and financial performer. Ability to meet and exceed current market demands. Potential to meet future market demands.

current market demands. Inability to meet future market demands.

CONTROLLED Moderate operational and financial performer. Ability to meet

AD HOC Lagging operational and financial performer. Inability to meet current or future market demands.

Quality is top goal for

executive leadership

PEOPLE, LEADERSHIP, & CULTURE

While you may look at overall quality management maturity, understanding where

you stand is typically most effective when quality maturity is broken down across

key resource categories: people, processes, and technology.

People can be your greatest asset, especially when they come together around a common goal. Nearly half of companies maintain the mindset that quality is a department rather a responsibility, but that tends to change with maturity.

AD HOC MARKET LEADER

Quality is a top goal of

quality department

considered quality more of a department than a responsibility

Processes built specific to

needs of functional units

2-in-1

executives stated

their organization

Quality is viewed as a Quality is viewed as a department rather than a shared responsibility across entire company responsibility Functions not in quality All levels of organization department only focused show a sense of personal on reactive quality issues responsibility for quality QUALITY PROCESSES

However, they're often initially developed as needed rather than with a strategic, enterprise-wide plan in mind. As companies mature, processes tend to focus more on enabling closed-loop quality management.

planning to deploy

closed-loop quality

MARKET LEADER

Broad set of integrated

and extended EQMS

functionality adopted:

GxP, Audit, Compliant,

CPA

processes

Processes are key to any organization.

AD HOC MARKET LEADER CPA 40% Governance model Processes developed as established to harmonize needed to reduce poor quality processes across quality costs the global enterprise of companies are

Integrated quality

processes across the

enterprise



Risk, etc. Closed-Loop Quality Standalone quality through interoperability processes not connected manufacturing with enterprise to broader enterprise applications organizations surveyed report High-level quality metrics Deep quality and business a disconnected and KPIs manually management analytics: collected and calculated real-time and role-based quality management

AD HOC

Disparate and

unstandardized instances

of quality processes and

functionalities



SUPPLIERS

78% of

environment



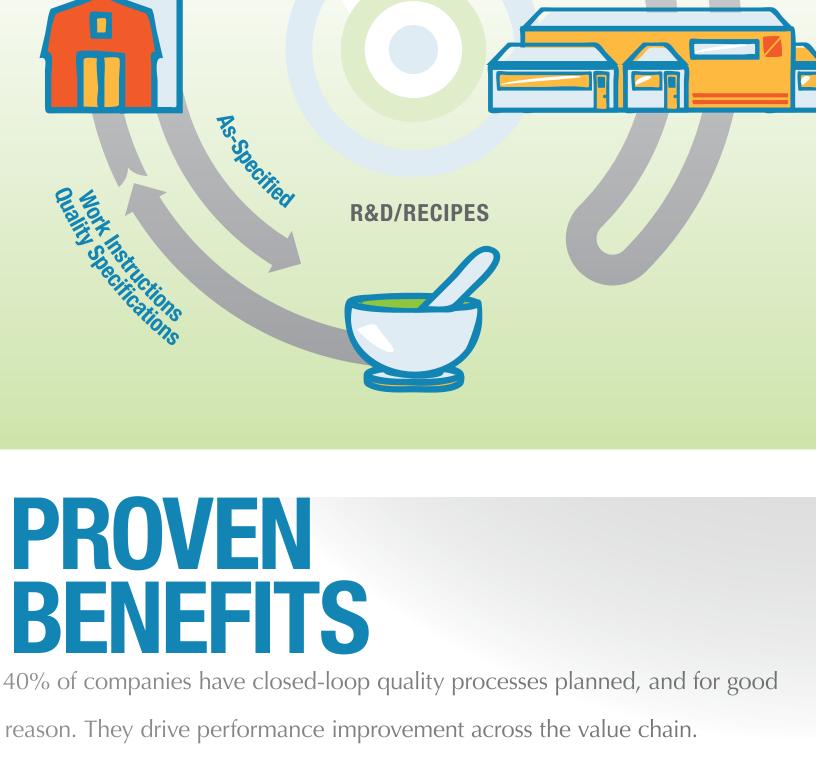
CONSUMER

ALL OTHERS

80%

92%

76%



EFFECTIVENESS MEDIAN ON-TIME & COMPLETE SHIPMENTS MEDIAN SUCCESSFUL NEW PRODUCT INTRODUCTIONS

MEDIAN OVERALL EQUIPMENT

ACCELERATE YOUR QUALITY MATURITY JOURNEY

CLOSED-LOOP QUALITY

PROCESSES IN PLACE

87%

95%

85%

Learn how to progress forward in your quality maturity journey by attending LNS Research's next webcast, "Benchmarking Your Quality Maturity."

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THE MANUFACTURING CLOUD