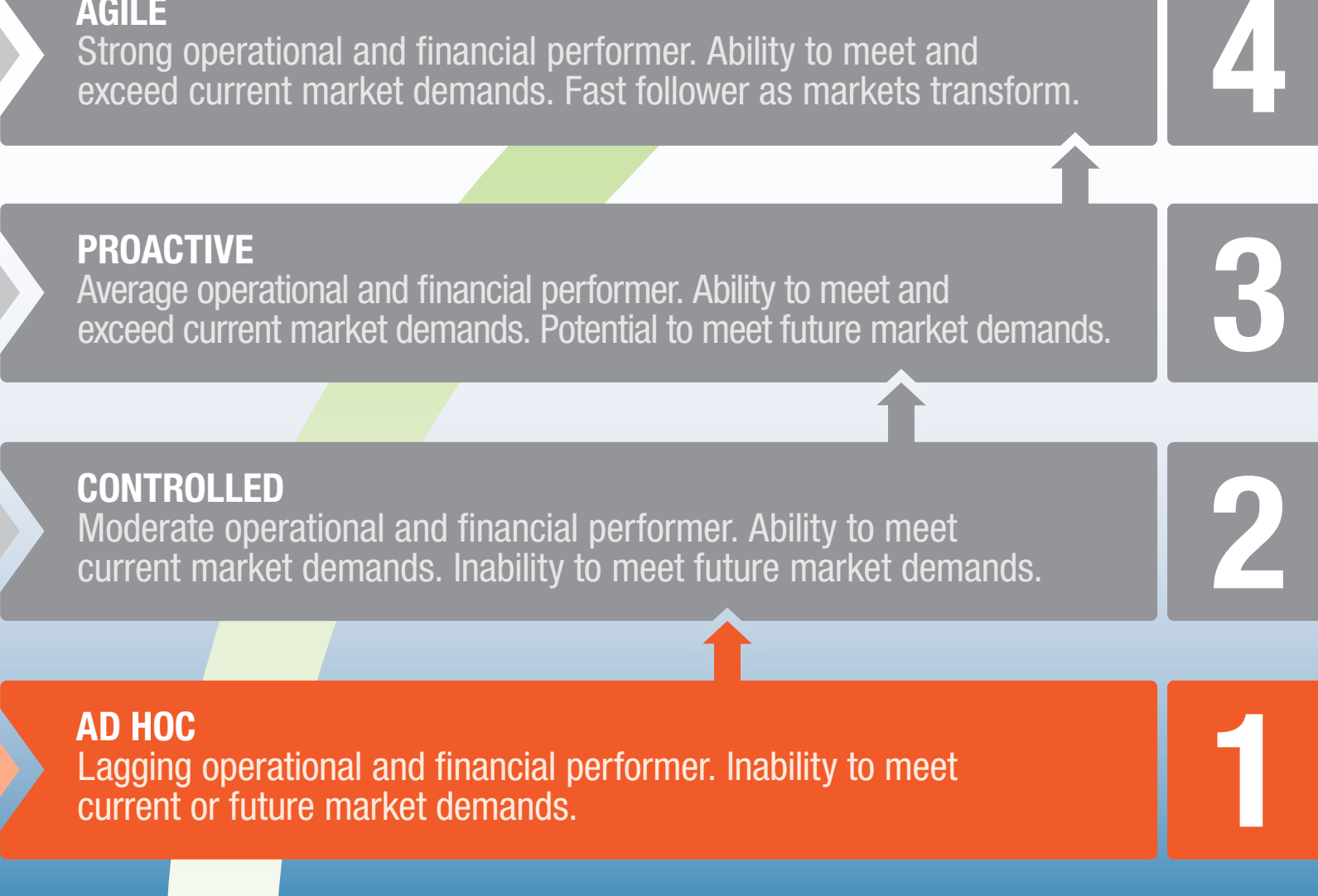


# WHERE'S YOUR ORGANIZATION IN ITS QUALITY MATURITY JOURNEY?



Every organization—large and small—is moving through a quality management maturity journey. However, understanding how to get to the next phase in the journey requires knowing where you are in the first place.

## THE FIVE PHASES OF QUALITY MATURITY



### MARKET LEADER

Top operational and financial performer. Ability to define markets, transform business models and disrupt incumbents.

5

### AGILE

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

4

### PROACTIVE

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

3

### CONTROLLED

Moderate operational and financial performer. Ability to meet current market demands. Inability to meet future market demands.

2

### AD HOC

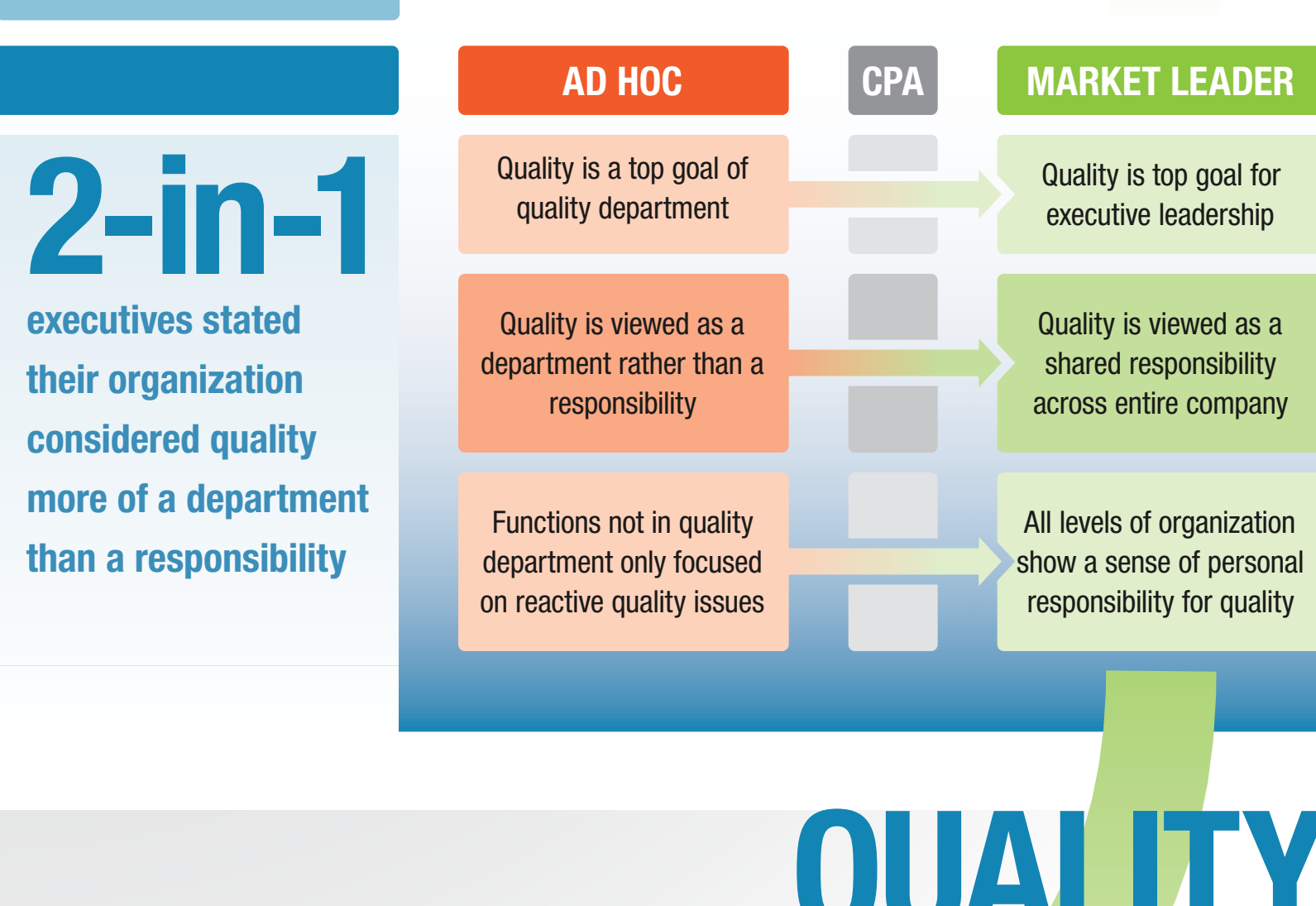
Lagging operational and financial performer. Inability to meet current or future market demands.

1

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, LEADERSHIP, & CULTURE

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.

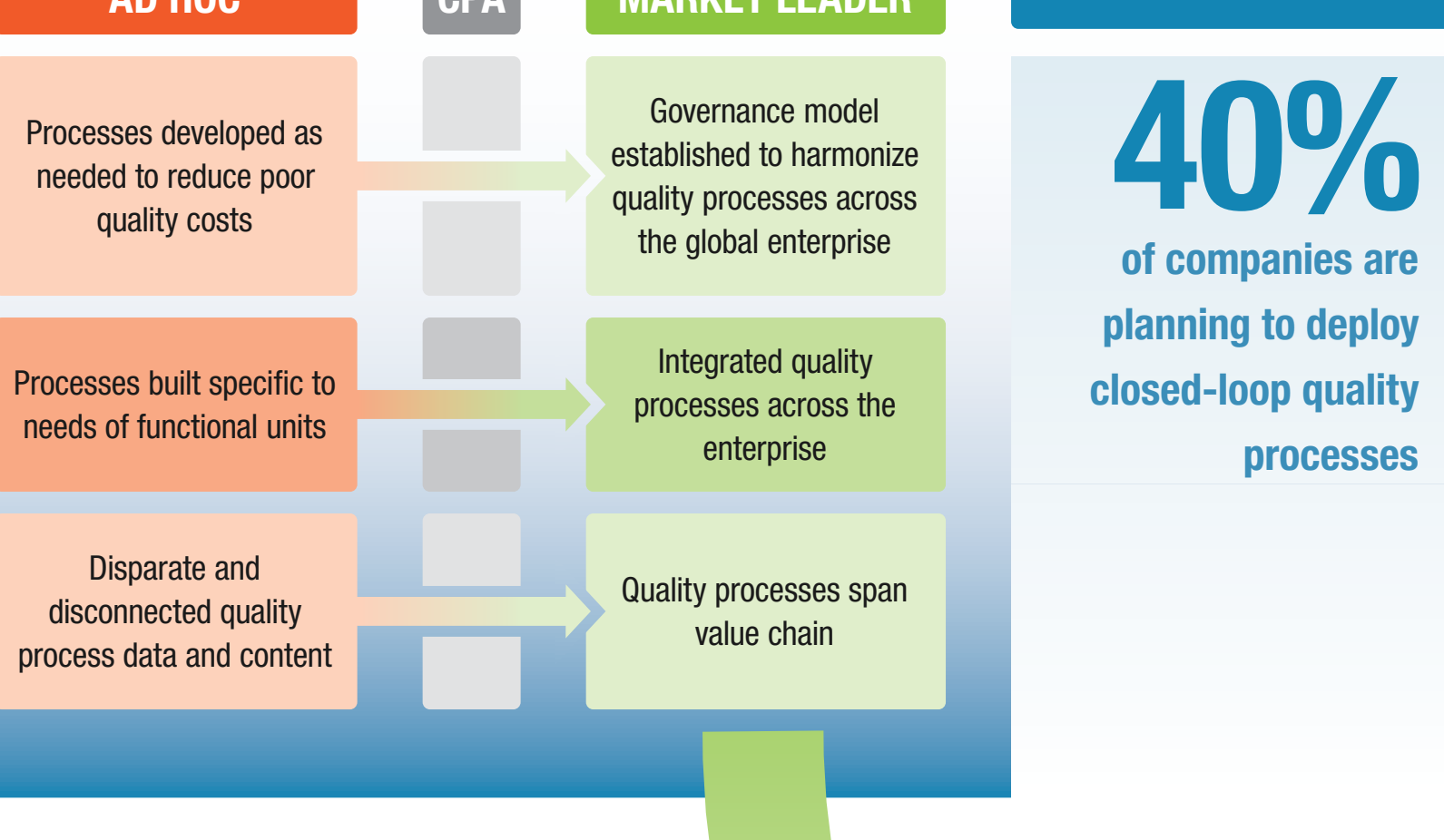


### 2-in-1

executives stated their organization considered quality more of a department than a responsibility

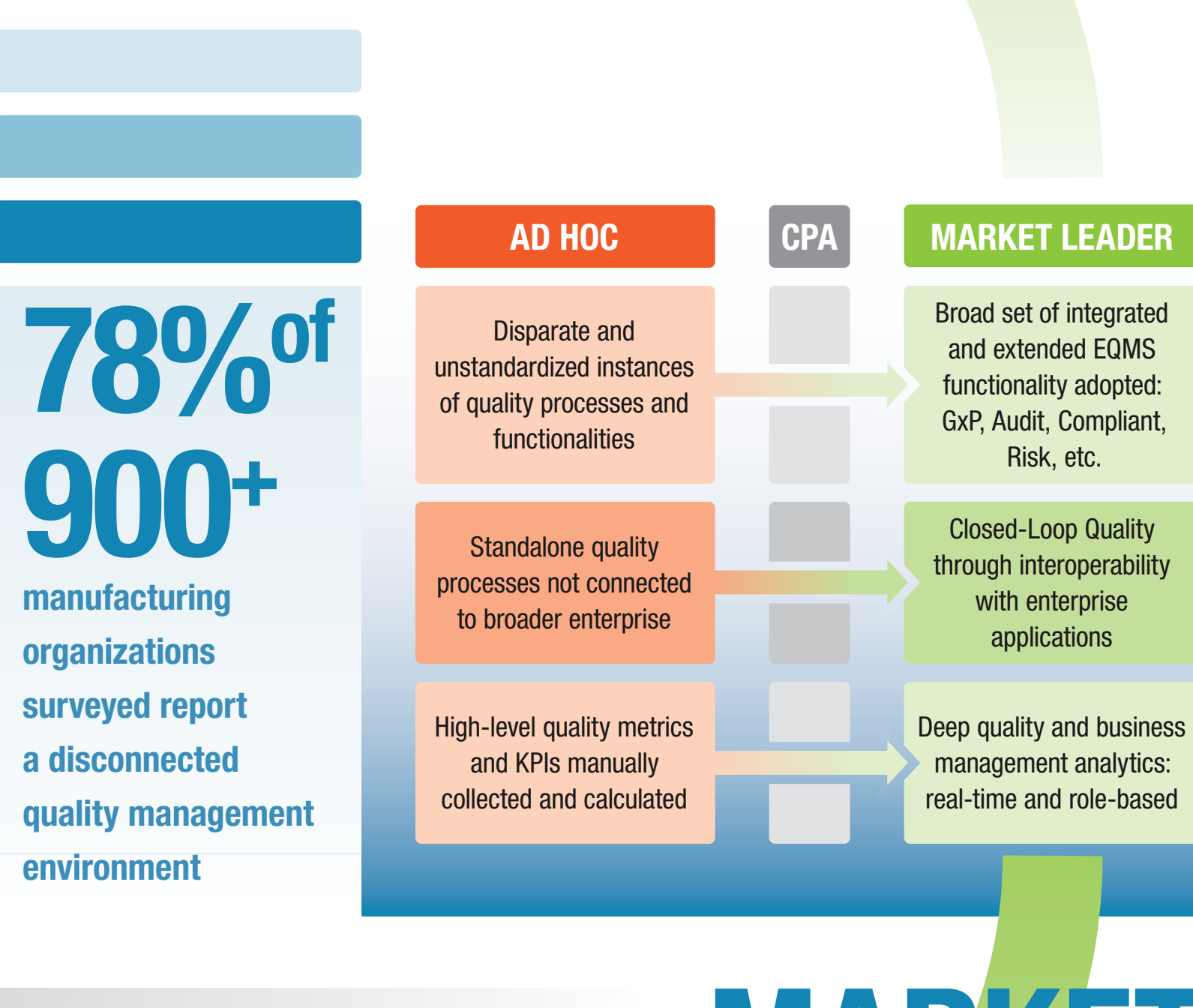
## QUALITY PROCESSES

Processes are key to any organization. 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.



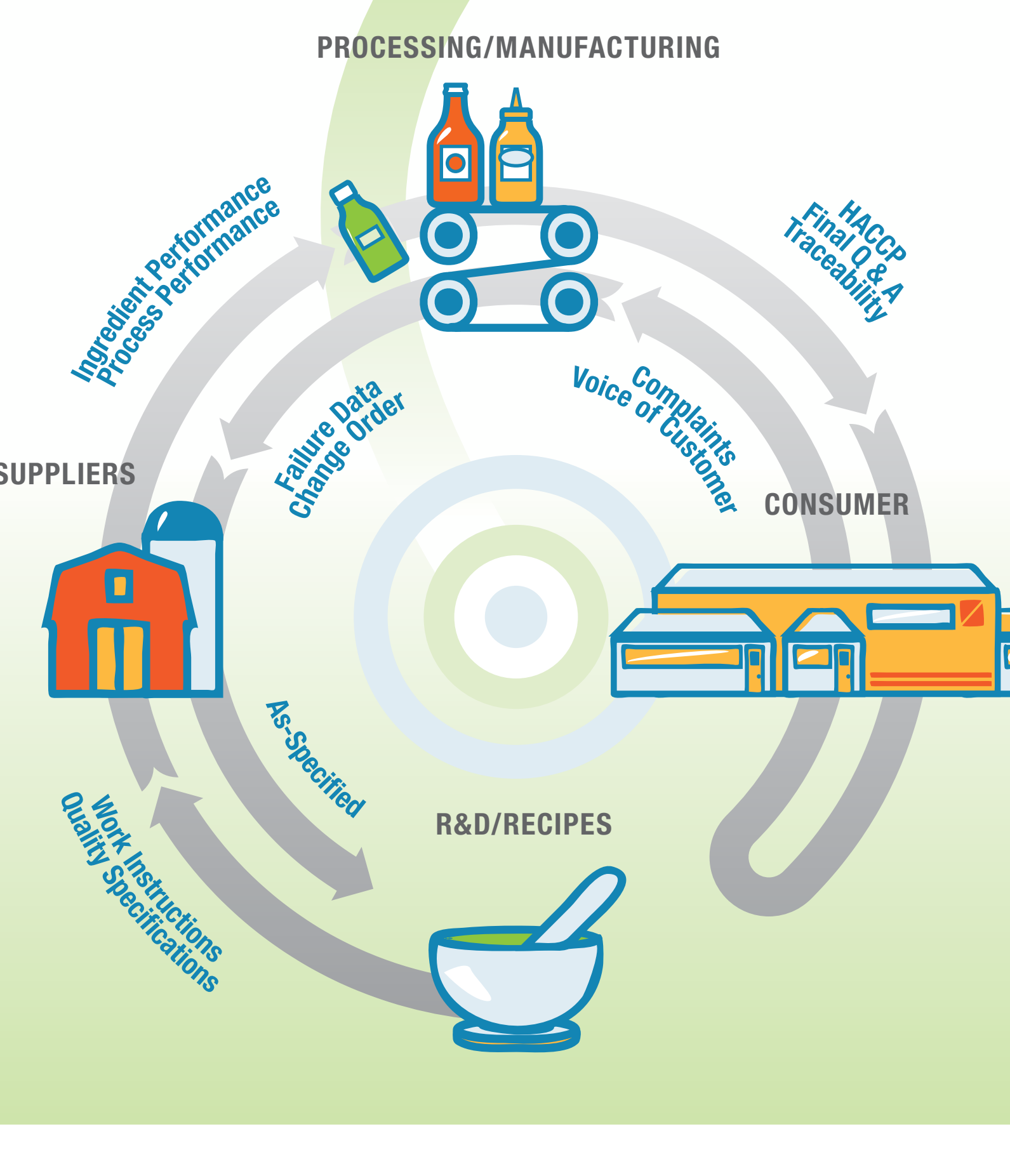
## TECHNOLOGY CAPABILITIES

Every company uses some form of technology to manage quality—generally more than one form. For many, this has caused disconnect, but today's leaders are overcoming that by taking a next-gen approach with Enterprise Quality Management Software (EQMS).



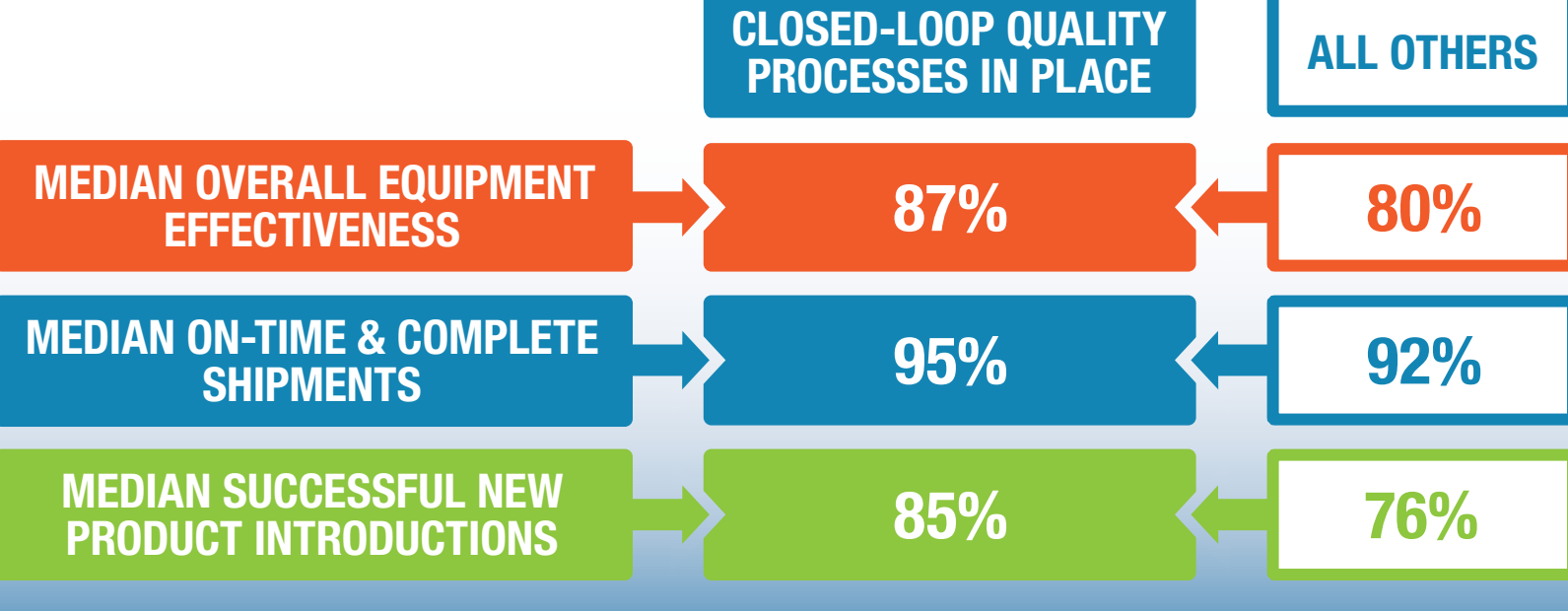
## MARKET LEADERS

combine these people, processes, and technology capabilities to create an environment of closed-loop quality.



## PROVEN BENEFITS

40% of companies have closed-loop quality processes planned, and for good reason. They drive performance improvement across the value chain.



## ACCELERATE YOUR QUALITY MATURITY JOURNEY

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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