



Brochure

Intelligent Quality Incident Management Solution (iQiM)

Achieve Digital Transformation in Quality Management with LTIMindtree and PEGA

LTIMindtree and Pega partner to address the white spaces in Quality Management Systems in Manufacturing

iQiM is a formalized solution for quality governance, collaboration, and a rapid enabler for tackling manufacturing quality with operational improvements. It streamlines overall quality processes across the manufacturing lifecycle by leveraging cognitive assistance, improving compliance, collaboration, and enforcing SLAs.

Gaps in Current Quality Landscape

Cost of Quality Metrics today

12% of Sales

Average company cost of poor quality

Hidden costs of poor quality often run

3-4x of visible costs

Organizations today are plagued with **following challenges due to lack of an integrated quality management system:**

- Costs involved in overcoming the digital gap
- Costs of poor quality and rework efforts
- Higher warranty cost
- Poor coordination and traceability
- Increased supplier management
- Missing feedback loop
- Siloed applications and data
- Absence of metrics and measurements

iQiM bridges these digital gaps for quality as a horizontal function, by standardizing the incident management procedures via Pega's AI-driven process engine.

Quality micro-journey that iQiM supports

Assure

Omni-channel accessibility, capturing holistic incident information in real-time

Pre-configured workflows streamlining process

Pre-set templates for documentation and proof collection

Avoid redundant duplicate checks

OEM

Plan

Incident prioritization and ranking

System recommendation to possible root cause of incidents

System analytics and RCA by predictive and adaptive algorithms

Better audit trail and monitoring of incident closures

Quality Manager

Control

System-suggested CAPAs based on historic data analysis

Guided process for root cause analysis

Integrated scheduling and collaboration through digital channels

Dynamic SLA management to reduce non-conformances and CAPAs

Design/ Production/
Supplier and Other OEM users

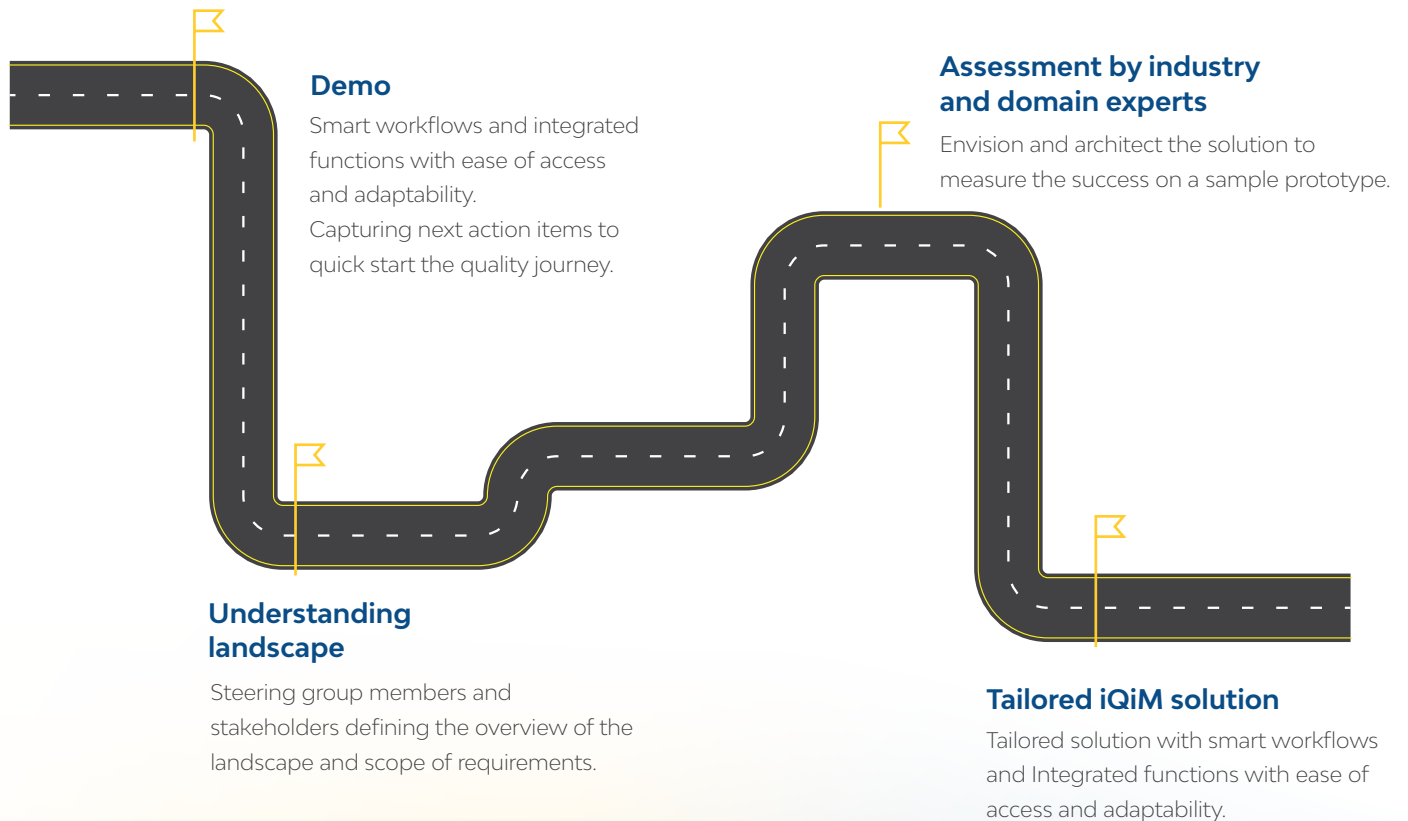
Solution Features



Solution – Value and Benefits

- The ROI will come from **cost avoidance** at the plants, resolving quality issues faster with discipline and accountability, and being more proactive to stop quality issues from occurring - with history and visibility across the organization
- **KPIs of improvement** such as cycle time reduction, reduction in overheads, repetitive warranty expense, reduction in rejected parts and uncovering
- **Standardized quality management** across multiple entities
- Ability to **orchestrate work** such as assigning, routing, notifications, and timelines
- **Audit trail** and ease of collaboration
- **Internal containment** so that quality issues are caught even before it leaves the plant
- **External containment** so any escaped defects are tracked and resolved faster with intelligent systems

A proven path to get you to value fast and scale without limits.



LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>