Appian

Appian for Manufacturing
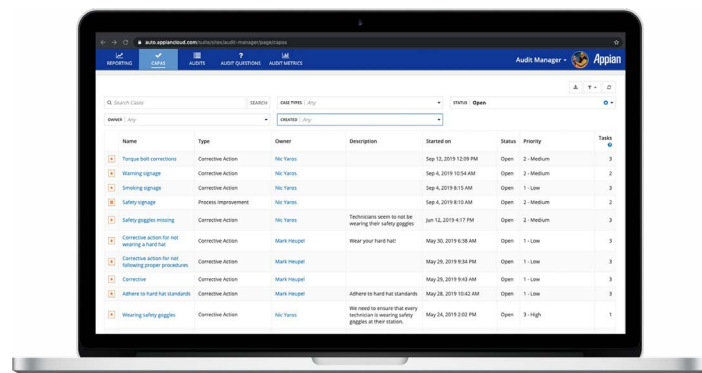## QUALITY MANAGEMENT

> Ensure audit-readiness with a unified view of all documents and procedures

> Optimize collaboration and workflow across departments with automatic tasks and actions

> Track suppliers to ensure they meet standards and perform to expectations

> Digitize manual processes to improve team efficiency, consistency, and accuracy

It is critical that organizations ensure the quality, safety, and efficiency of their products and services. Adhering to quality management standards, such as those set forth by ISO and IATF, has become increasingly complex. The many manual steps and outdated systems used today to track quality procedures and maintain standards create inefficiencies and slowdowns throughout the process, putting organizations at risk for non-conformance.

ENSURE STANDARDS COMPLIANCE

Appian's platform can be utilized to achieve certification and compliance with quality management standards. With full-stack automation capabilities including Appian RPA, case management, and workflow, Appian orchestrates processes to reduce risk, improve customer satisfaction, accelerate cycle time, and eliminate errors and waste.

- **Supplier Quality Management:** Improve interactions with suppliers across selection, contracting, onboarding, and performance monitoring to ensure quality control and manage business risk

- **Corrective Action:** Manage nonconformance and corrective action cases to protect against risks, such as rework, customer complaints, supplier disruptions, and costly product recalls

- **Internal Audit:** Gain the visibility needed to conduct audits, monitor status, quickly remediate control gaps, and future-proof audit functions across QMS, Manufacturing Processes, Products, and Suppliers

- **Manufacturing Feasibility:** Manage steps and actions around process flows (AQPQ), failure risks (PFEMA), control plans, and customer approvals (PPAP) to minimize inherent production risks and ensure greater quality control

The application allows organizations to perform multiple layers of process audits and manage corrective action (CAPA) cases for any non-conformance identified.

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FOCUS

Take an innovative approach to quality management.

- Enhance tracking to ensure the quality of products and plants across the globe, and identify where gaps exist for speedy resolution

- Provide the KPIs and metrics needed to understand performance, risks, and improvement areas

- Communicate effectively with vendors, suppliers, and customers to ensure expectations are being met

- Improve visibility by extending and unifying across ERP and existing systems

TAKE CONTROL

Using Appian, you can quickly build, deploy, and scale quality management applications for your organization, including:

- Corrective Action
- Internal Audit
- Lessons Learned
- Manufacturing Feasibility
- Process Audits
- Quality Management System (QMS)
- Recall Management
- Supplier Quality Management
- Training Management
- Warranty Management

PREPARE FOR THE FUTURE

The future of quality management is dependent on innovative solutions that optimize processes, improve interactions, and enhance visibility. The Appian low-code automation platform can transform the way organizations are handling their quality programs.

With Appian, organizations can build web and mobile apps faster, run them on the Appian cloud, and manage complex processes, end-to-end, without limitations.

Deliver applications that will transform the way your teams work and impress your stakeholders, employees, and customers—in as few as 8 weeks—with the Appian Guarantee.

LEADING ORGANIZATIONS ARE TRANSFORMING QUALITY MANAGEMENT WITH APPIAN:

QUALITY ISSUE MONITORING

A leading tire manufacturer is utilizing Appian's platform for quality assurance. They have built several applications that manage quality issues across products going out to the market, issues in production plants, and issues coming from resellers or customers. These applications accelerate issue management and resolution times, and drive better corrective and containment actions.

MANAGING QUALITY TESTING

A large petroleum refining company created a quality management application on the Appian platform that allows employees and external users to submit and monitor testing samples at terminal sites, and see a complete audit trail. The application ensures the right product properties, consistency, and standards are met prior to accepting or delivering products.

NON-CONFORMANCE TRACKING

A leading recycling company used Appian to establish an automated business process for non-conformance reporting. They have improved operational efficiency throughout the process of recording contaminated materials and notifying suppliers of the consequent cost penalties. They are now better able to monitor the performance of their suppliers and support initiatives to reduce the incidence of contaminated waste deliveries.

ACTIONING QUALITY FEEDBACK

A large elevator manufacturer has built an application on the Appian platform that allows for feedback to be actioned from field projects and sites to the R&D and Engineering team for quality improvement. The cases are then triaged and prioritized to ensure they can improve product design and specs before they impact other installations and job delivery.

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Appian provides a software development platform that combines intelligent automation and enterprise low-code development to rapidly deliver powerful business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk and compliance. **For more information, visit** www.appian.com