

QUALITY DATA FLOW: IMPROVING THE TRANSFER OF INFORMATION THROUGH AUTOMATION

IUCG helps a global company leverage technology to decrease non-value adding activities in their quality and audit data collection process.

Client's Challenge – Eliminate redundant data collection processes and optimize cost of quality tracking

- Lack of standardized data collection methods created potential for human error, data loss, and subjectivity
- Existence of underutilized resources
- Difficulty performing trend analysis led to ineffective communication of conclusions derived from data



Project Team: Lauren, Rebekah, Alex, & Mitch

IUCG's Solution – Refine data collection and communication through automated technology

- Developed excel database to build out automation through the creation of:
 - restructured QC technician quality and audit logs
 - a master database for management
 - tailored data extraction and aggregation macros

Business Impact – Improved data collection and interpretation by allowing for easier manipulation of data and decreasing resistance to technological solutions

- Implementation of excel database and restructured workbooks enables the company to decrease data subjectivity and management's non-value adding time by automating the transfer of information
- Provided the company with foundational strategies for the continued improvement of cost of quality analysis

Client's Challenge:

IUCG worked with a global games manufacturer to address redundant data collection methods and optimize product quality analysis. The three main characteristics factored into the problem faced by the client were inconsistency, resource underutilization, and data disutility. IUCG worked to address these problems by leveraging technology and automation.

IUCG's Solution:

The client's previous data collection process consisted of three repeated steps: audit completion, data aggregation, and report generation. The lack of standardization of this process perpetuated a risk of altered processes affecting data quality over time. However, the existence of repeated tasks created an opportunity for automation by utilizing an Excel database. To realize this potential, IUCG restructured the data collection and aggregation process. Quality control technician quality and audit log spreadsheets were standardized and a master database was

developed. From this, a tailored query and macro were built out. This enabled automatic data retrieval and aggregation from multiple sources into one central location.

Business Impact:

IUCG provided a pitch deck and a comprehensive data collection process to company executives that will be implemented Spring 2018. This solution enables the company to not only optimize data collection, but strategically use collected information to drive business. The database allows the client to use data to identify trend lines, allocate resources efficiently, track quality progress, and increase machine operator visibility. This impacts individuals throughout the organizational hierarchy. Cultural resistance to technological change among quality control technicians was addressed, supervisor time was efficiently reallocated, and management gained a cross-functional tool that could be adapted to other business units.