



COUNTING CLAIMS, OR SOLVING PROBLEMS, WHERE'S THE VALUE?

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Only limited knowledge can be gained by looking at claim records. Claim records can give you a count of what is occurring but it does not normalize the data against a volume. This could lead to incorrect decisions. The key is to integrate the claims data with key product, production and sales data. Linking claims data to product, production and sales data provides a wealth of knowledge about the production, procurement and engineering processes and how these processes impact product performance in the field. Integrating and analyzing this data together enables you to identify emerging issues sooner and define the true drivers of the issues in shorter time through data analysis. By understanding the drivers of problems, one can drive true corrective actions that lead to improved product performance and customer satisfaction.

This session will focus on the value of integrating claims, product, production and sales data within the early warning system and the value that the data will bring to the problem definition and corrective action process. Real case studies will be presented that demonstrate these principles and how they can be applied in manufacturing and post sales service environment.

Participants will learn the following:

- How to utilize claims, product, production and sales data to identify true emerging issues from noise.
- How claims, product, production and sales data can lead to true root cause definition.
- How the data can be used to improve manufacturing process.
- How the data can be used to improve supplier performance.
- How the data can be used to evaluate and improve your service network.