



DASHBOARDING AN EQMS SYSTEM

In all likelihood, your company's managers and executives already use digital dashboards. Digital dashboards place critical information in front of managers and executives to help them make better business decisions faster, often in real-time. In the realm of enterprise quality management, digital dashboards give your company a high-level overview of key performance indicators (KPIs) and many other metrics. A good enterprise quality management software (EQMS) system can include many possible dashboard configurations. By keeping the following must-have dashboard features in mind, you can align the right dashboard metrics with your company's quality management goals.

THE BASICS OF DASHBOARDS IN MANUFACTURING

A dashboard is a consolidated display of information that gives you a high-level overview of the performance of your company's quality management metrics. One of the key capabilities of a digital dashboard is its ability to integrate, analyze and display data from different sources. Traditionally, these different sources of infor-

mation were very difficult to cross-reference and analyze when trying to gain an enterprise-wide perspective on the effectiveness of your quality initiatives.

Dashboards give you the ability to unveil new insights from accurate, real-time information in a single but highly configurable business intelligence hub. In the manufacturing industry, managers and executives use dashboards to glean better operational intelligence from cross-referencing timely information. Quality managers can now use dashboards to take a high-level look at the effectiveness of their quality processes via a sound EQMS with highly configurable setup.

THREE KEY BENEFITS OF DASHBOARDS

You should have a good understanding of the general idea behind dashboards, which give managers and executives the high-level overview needed to make solid, data-driven business decisions. Using dashboards in a well-configured EQMS also allows you to reap the benefits of accurate information and business analytics. To get the most mileage out of your EQMS dashboards, you should keep in mind these three key benefits:

- Reduces (or eliminates altogether) the manual administrative process of creating enterprise-wide reports

- Increases operational production & efficiency
- Improves your ability to respond to changes in KPI faster

Simply compiling all of the right data sources in a manual, paper-driven business environment is time-consuming to say the least. An EQMS dashboard can create enterprise-wide reports in a matter of seconds, which gives you the agility you need to respond to trends in KPI faster. The best EQMS dashboards may be able to eliminate manual reporting methods altogether, since you can now integrate data in real-time with today's EQMS systems to improve efficiency.

FIVE MUST-HAVE EQMS DASHBOARD METRICS

As the quality management experts at LNS Research have stated, you should configure your EQMS dashboard to include metrics such as:

- Cost of quality
- Overall equipment effectiveness (OEE)
- On-time and complete shipments
- Percentage of products in compliance
- New product introductions (NPI)

Of these top five metrics, cost of quality is arguably the most important. The best EQMS systems have the capability to drill down to the different nuances of each of the above operational and quality metrics. Without integrating data from different sources, this capability would not be possible. Given the right configuration, you can break down cost of quality further into its many segments and cross-reference these data with OEE and NPI via a single hub.

THE IQS SOLUTION

IQS Business Analytics allows you to configure dashboards by integrating data from other IQS modules and

different sources of data that may actually reside outside of IQS. For example, critical shipping data could lie within your company's ERP system, so IQS' software pulls the right data to cross-reference with the quality management data in IQS. This gives you an enterprise-wide snapshot of the effectiveness of your company's quality management initiatives. While discussing this new feature, Mike Rapaport, the owner of IQS, explained that, "IQS allows the customer to do analysis, dashboarding and interactive reporting from an end users perspective that doesn't require the need of an IT programmer to develop these complex reports."

With IQS Business Analytics, you can build reports in popular formats such as PDF, CSV, HTML, Excel and RTF to name a few. The software also allows you to visualize data via graphically in a matter of seconds, and you can even perform ad-hoc reports to take a new look at persistent quality management issues.

In short, dashboards help align the right data to the right personnel to be able to respond to quality management issues faster. The benefits of dashboards and the best metrics can reveal key insights. Given software with the capabilities of IQS Business Analytics, you will finally be able to view quality from an enterprise-wide perspective.



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