

Boost Supplier Relationships with Devex Supplier Quality Management

PRESENTED BY JOVAN HADZIC



About Me

Jovan Hadzic

Marketing Solution Manager, Devex Quality Management

- 4 years with Selerant
- 10 years in the F&B industry
- I lead Selerant's Quality Management stream, driving product innovation and industry engagement

Supplier Relationships

Strategic, organization-wide philosophy that brings together a series of discrete supplier and supply chain approaches

- Supplier performance management (SPM)
- Supplier improvement & development (SI&D)
- Supply chain management (SCM) and
- Strategic collaborative relationships (SCR)

Unlocking the Value

A wealth of opportunities for any organization

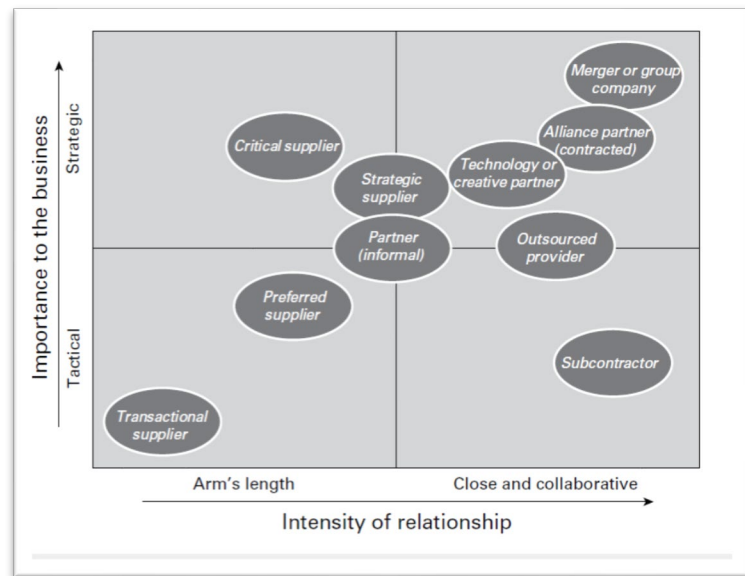
- **Innovation**
- **Efficiency and reduced cost**
- **Increased security of supply area**

However, few ever get past interfacing with suppliers at anything other than a transactional or contracting level.

Value Beyond

A handful of suppliers hold the potential to help grow a brand or business or improve competitive advantage.

Our task is to **identify who these are** and figure out **how to engage**.



Supplier Base Insights

- What are the **risks** with suppliers and how is this risk being **managed**?
- Are we **maximizing any opportunities** to make them more effective? How are our suppliers performing?
- Are we working collaboratively with those critical suppliers towards jointly agreed goals that can make a **dramatic difference**?
- **How many resources** do we need and if we have only so much - which suppliers should we direct this to and why?
- What **supplier improvements** would make a difference to us and how can we drive these?

Road to Industry 4.0

"We must develop a comprehensive and globally shared view of how technology is affecting our lives and reshaping our economic, social, cultural, and human environments. There has never been a time of greater promise, or greater peril."

- Klaus Schwab, Founder and Executive Chairman, World Economic Forum



Three **core** IT systems: **PLM**, **ERP** and **MES**

PLM and Supplier Relationships



- Error-prone manual data entry and spreadsheets
- Tedious manual processes and delays in working with vendors
- Siloed supplier information
- No transparency into supplier certifications and processes
- Lack of insight into compliance risks
- Inaccurate or missing supplier profiles

Quality Systems Frameworks and SCP



New business processes

- Supplier Risk Assessment
- Supplier Audits
- Supplier Corrective Action Request

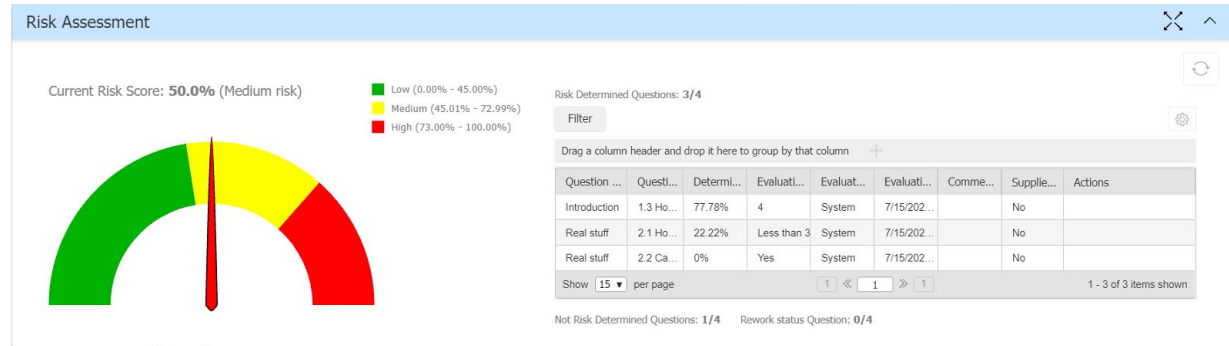
Improved collaboration

- Quality,
- SQA
- Procurement

Solution Highlights

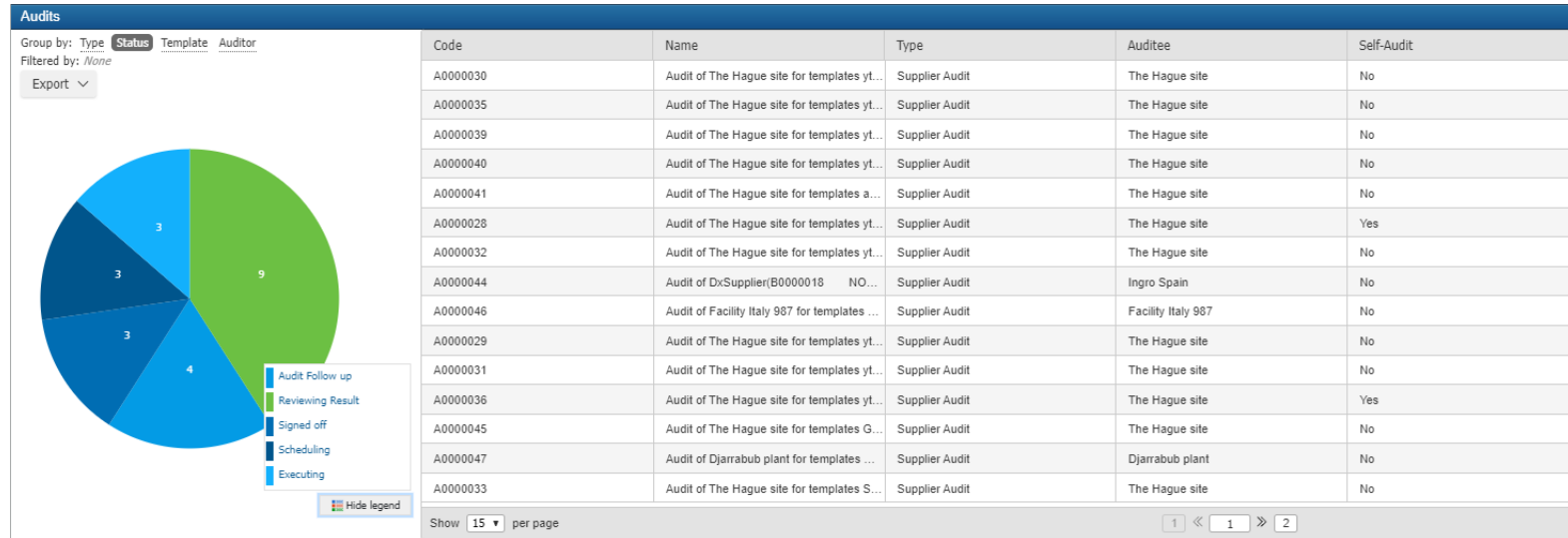
Identifying Supply Chain Risks Early

- Aggregated Risk model, applicable to Suppliers and their Facilities
- Clear quantification of risk which can later be easily used in the analysis, tracking progress, and comparison
- Allows businesses to define particular, quantified, risk on specific topic depending on their estimated impact on the business
- Allows aggregation of numerous factors into a single result
- Based on supplier effort and internal validation



Auditing Improves Operational Excellence

Auditing is one of the fundamental methods used in quality management where the auditing process can be used to verify conformance to the requirements in many areas – from internal business processes to supplier management.



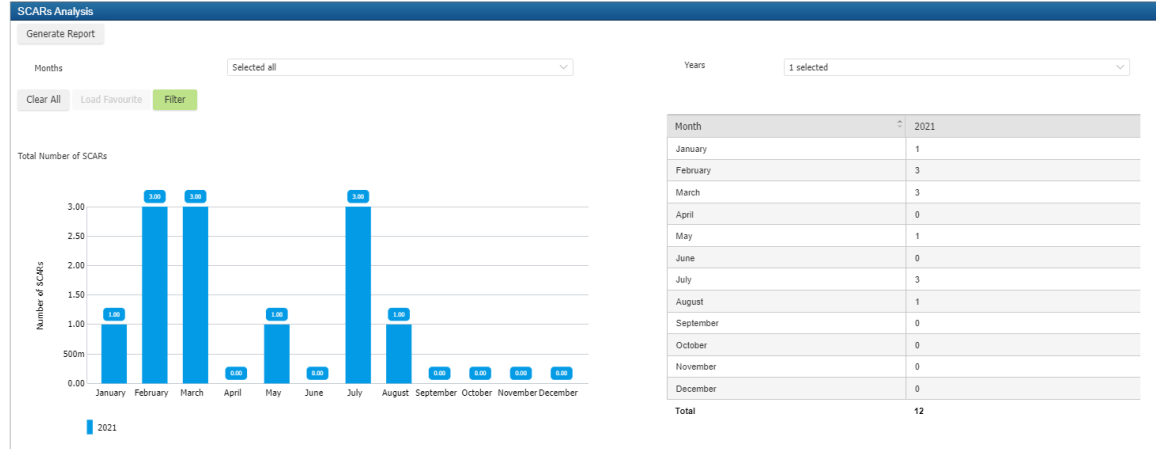
Perform Supplier Audits

- Plan, schedule, and execute audits of any scope through a configurable workflow
- Manage follow-up actions with non-conformance workflows
- Leverage multiple different scoring systems
- Execute offline audits
- Streamline the auditing process with configurable checklists that meet your plans and needs
- Schedule follow-ups and audit recurrence based on the result of the audit

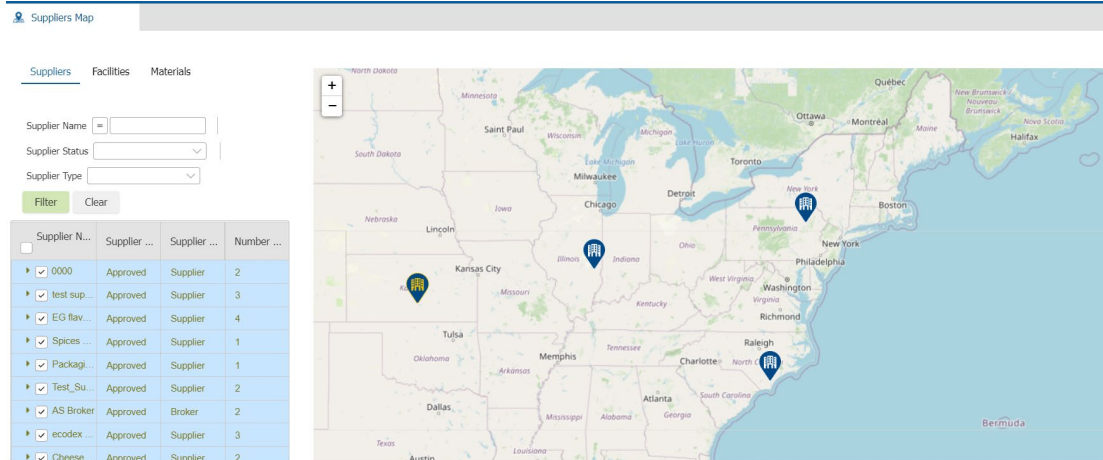


Monitor Supplier Performances through Non-conformance Management

Non-conformance management is the process whereby the organization manages non-conformances such that they are promptly identified, documented, investigated, and dispositioned as per applicable regulations and standards and it is a pillar of the Continuous Improvement model.



Ingredient Supply Chain at a Glance



Supplier geolocation map displays position of suppliers on the map, including their **facilities**.

Several filters can be applied, for instance to allow searching for a specific supplier or to display all vendors of a given **raw material**.

Q&A

