Learn how to progress forward in your quality maturity journey by attending LNS Technology Suppliers.

40% of companies have closed-loop quality processes planned, and for good reason. They drive performance improvement across the value chain. Every company uses some form of technology to manage quality—generally more than one form. For many, this has caused disconnect, but today’s leaders consider quality a 2-in-1 responsibility and a strategic, common goal. Nearly half of companies maintain the mindset that quality is a department rather than a responsibility, but that tends to change with maturity.

Processes are key to any organization. While you may look at overall quality management maturity, understanding where you stand is typically most effective when quality maturity is broken down across key resource categories: people, processes, and technology.

To help organizations determine where they stand in the quality maturity journey, LNS Technology developed our Quality Maturity Assessment and Framework. The framework describes five phases of quality maturity:

1. AD HOC
2. CONTROLLED
3. PROACTIVE
4. AGILE
5. MARKET LEADER

PEOPLE, LEADERSHIP, & CULTURE

- Higher quality and performance
- Higher productivity
- Stronger customer satisfaction
- Greater employee satisfaction
- Leadership commitment
- Customer focus
- Resource allocation
- Improved resource management
- Performance measurement
- 数据源

QUALITY PROCESSES

- Standards and guidelines
- Quality policies and guidelines
- Process specifications
- Work instructions
- Research’s next webcast, “Benchmarking Your Quality Maturity.”

TECHNOLOGY CAPABILITIES

- Technology is a huge enabler of closed-loop quality.
- LNS Technology provides ERP solutions perfect for the healthcare industry.
- Technology provides invaluable support in healthcare environments.
- Technology is a key enabler of closed-loop quality.

MARKET LEADERS combine three things: processes, organization, and technology capabilities to create an environment of closed-loop quality.

PROVEN BENEFITS

- Sustained significant business performance improvements
- Increased productivity
- Improved resource management
- A 40% return on quality investment

ACCELERATE YOUR QUALITY MATURITY JOURNEY

By implementing the right quality management systems and processes, you can accelerate your journey to higher quality standards.