




# Exposing Data Across Your Company to Drive Efficiencies and Quality

Clinical | Quality | Safety

[www.compliancequest.com](http://www.compliancequest.com)



# Panelists Introductions



**RON SHAH**  
*V.P. EHS, QARA, LEAN OPERATIONS  
OCEAN INSIGHTS*



**MICHAEL JANNEY**  
*VP MANUFACTURING  
SALESFORCE*



**LANCE JOHNSON**  
*SR, DIRECTOR OF EQMS & EHS  
GERENT*



# Manufacturing Challenges & Industry Trends

# Challenges Facing Manufacturing

## Manufacturers Experience Constant Change

### Global Uncertainty

COVID-19  
Monetary Policy and Trade Tension  
Commodity Costs  
Intellectual Property

### Disruptive Technologies

Business Process Automation  
Advanced Manufacturing Technologies  
Connected Devices  
Artificial Intelligence

### Business Model Pressures

Commoditization  
Margin Protection  
Channel Complexity and New Marketplaces  
Quality and Compliance  
Safety and Sustainability

### Rising Expectations

Digital Experience  
Self-service Engagement  
Insights Driven Enterprise  
Information On-demand



# Key Indicator for the Industry



## Trends in PMI level in H2 are key indicators for manufacturers

US Purchasing Managers Index (PMI)



- September PMI: **61.1%** up from 59.9% in August
- Indicates leveling expansion in the economy
- <sup>1</sup> Expanding indices:
  - New orders
  - Production output
  - Inventories
- <sup>1</sup> Contracting / Slowing indices:
  - Employment (workforce shortages)
  - Supplier deliveries

Actual	Previous	Highest	Lowest	Dates	Unit	Frequency
61.10	59.90	77.50	29.40	1948 - 2021	points	Monthly

**Takeaway:** Demand remains strong, while supply and employment are constrained

<sup>1</sup> Indices contributing to PMI calculation

# Trends in Manufacturing



## Digitalization

### Digital IIoT

Connecting industry objects with sensors and software

### Smart Manufacturing

Real time data shared across the value chain

### Business Processes

Review, enhance and digitize business processes where possible



## New Business Models

### Ecosystem Partnerships

Enable growth in developing markets such as electrification

### Equipment as a Service

Businesses pay for assets through recurring operating charges

### Data Monetization

Revenue from Service support through predictive analytics



## Total Customer Experience

### Connected Channels

Customers, partners, and employees connected via proper platform

### Visibility / Transparency

Customers want to have traceability of their orders

### Fast and Easy

Customers compare speed and simplicity to Amazon experience



## Business Resilience

### Sourcing Strategies

Localize, and source from multiple suppliers

### Upskill Workforce

Train and develop talent on use of digital tech

### Automation

Repetitive tasks automated to make work safer

# Trends in Distribution



## Digitalization

### E-commerce

Omnichannel approach to serve customers

### IoT

Using sensor data to streamline processes at distribution centers



## New Business Models

### Horizontal Marketing

Diversity product portfolio to sell what customers are buying

### M&A

PEs running distributors independently to min risks and max margins in long run



## Total Customer Experience

### Connected Channels

Customers, partners, and employees connected via proper platform

### Logistics Transparency

Customers want to have traceability of their orders

### Fast and Easy

Seamless returns process, and high responsiveness



## Resource Improvements

### Upskill Workforce

Train and develop talent on use of digital tech

### Automation

Combat labor shortages, and eliminate repetitive human tasks via automated warehouse solutions



# Business Transformation Trends



“Applying technology to the activities of the commercial function could generate up to **\$300 billion** in additional industrial revenue”

**McKinsey**, “Accelerating revenue growth through tech-enabled commercial excellence”



“**84%** of manufacturing executives believe differentiated experiences that customers increasingly expect can boost their competitive advantage”

**Accenture**, “Industrial Consumerism”



“Future ready manufacturers are **9.7x** more likely to be offering and expanding service based revenue streams vs. unprepared manufacturers”

**Salesforce**, “Trends in Manufacturing Report”



“**66%** of manufacturing companies cited attracting and retaining talent as a top concern over the last eleven quarters”

**National Association of Manufacturers**, “Manufacturers Outlook Survey”



“**98%** of manufacturing companies cite reliable data and integrations as a critical top priority”

**Forbes**, “The State of Enterprise Data Integration”

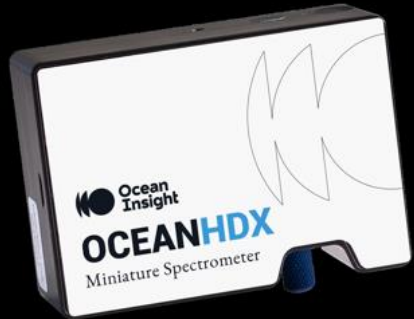


# POLLING QUESTION

**Which functional areas are involved in your Digital Transformation initiative today?** *Choose all that apply*

- Design / Engineering
- Manufacturing Operation
- Quality Management
- Supply Chain
- Customer/Field Service
- Customer Experience

First and largest manufacturer  
of optical sensing solutions



**We are the instigators of the possible**

# Technologies

## What we make:

Spectrometers, multispectral cameras and spectral sensors

Light sources, fiber optics and accessories

Software and advanced analytics (algorithm development, chemometrics, machine learning)

Digital tools (cloud deployment)

Sub-systems and turn-key systems



Biomedical & Life Sciences  
Blood Gas Analysis  
Cleanliness Monitoring  
Environmental  
Food & Agriculture  
Industrial & Process  
Material Identification  
PCR and PoC Diagnostics  
Process Monitoring  
Protein, DNA, RNA Quantification  
Research & Science  
Safety & Security  
Wave Illumination  
Wound Imaging

# PANEL DISCUSSION



# POLLING QUESTION

## How Is Your Organization Approaching Digital Transformation?

- We are leveraging a Modern Cloud Platform
- We are connecting our existing Legacy Systems
- We are starting or are in the middle of our Digital Transformation
- We are not planning to do Digital Transformation



# About ComplianceQuest

# AI-powered cloud platform for Quality and Safety management solutions

EQMS

EHS



INTEGRATIONS

- CRM
- ERP
- HRMS
- LIMS
- MES
- MOM
- PLM
- Others



MARKET SURVEILLANCE

- Complaint Management
- Field Service Connector



QUALITY MANAGEMENT

- APQP
- Audit
- CAPA
- 5 Why RCA
- Change Control
- Equipment
- Investigation
- NC
- Product Inspection



SUPPLIER MANAGEMENT

- Audit
- On/Off-Boarding
- Accreditations
- Deviations
- SCAR
- 5 Why RCA
- Portal
- Inspections
- PPAP
- Document Exchange
- Supplier Ratings
- Score Cards
- Permit to Work



RISK MANAGEMENT

- Audit
- Risk Register
- Process Inspection
- JSA
- Permit to Work
- Investigation



WORKFORCE DIGITALIZATION

- Document Management
- SOP Enforcement
- Training
- Change
- Learning Portal
- LearnAbout Safety



HEALTH AND SAFETY

- Injuries, Vehicle, Security, Property
- Claims Management
- Safety Observations
- Near Miss
- Investigation
- 5 Why RCA
- Regulatory Forms
- Inspections
- JSA
- Permit to Work
- Management of Change
- Toolbox Talk



ENVIRONMENT & SUSTAINABILITY

- Spills and Releases
- Sustainability
- Permits
- Regulatory Library
- Notice of Violation
- Audit



CONNECTIVITY

- salesforce
- CLOUDBYZ
- rootstock software
- SERVICE MAX
- TAVANT
- Microsoft
- Google
- box
- MuleSoft
- + a b l e a u



MANAGEMENT REVIEW



Analytics



Dashboards, Reports



Collaboration



Community



Communication



Mobile



Validation



Artificial Intelligence

PLATFORM POWERED BY





# CONTACT US:

 +1 408 458 8343

 [marketing@compliancequest.com](mailto:marketing@compliancequest.com)

 [www.compliancequest.com](http://www.compliancequest.com)



THANK YOU