



# Building an integrated quality management system with Pega

- **Best-in-class digital transformation platform**
- **Data integration across functional, systems, and process silos**
- **Fast detection and resolution of product problems**

## The business issue

This major automaker's commitment to quality is legendary, but it was struggling with an outdated parts management system. Existing processes were managed in isolation, limiting visibility into all phases of the product lifecycle and making it difficult to recognize and respond to changing business demands.

To meet mission-critical quality management levels, the solution would need to closely monitor suppliers' parts and raw materials – from pre-production planning through quality assurance, quality control, and final delivery.

The company envisioned an integrated, closed-loop quality system. A series of 20+ interconnected processes would have to be built in modules over time, eliminating silos. This approach would deliver immediate benefits and provide a manageable roadmap for long-term growth.

## The solution

The Pega Platform™ case management capabilities showed the automaker a new way to build and adapt a quality management system from end-to-end. The Pega team brought concepts like Lean, Agile, Design Thinking, and Systems Thinking to engage key stakeholders, ensuring buy-in and future accountability.

Pega's no-code platform allows rapid Cloud-based deployments of more than 700,000 parts to more than 7,000 users. End users have complete visibility into active work through the portal, dashboards, data visualizations, and out-of-the-box reporting. The platform ensures that changes can be made quickly and easily by citizen developers, future-proofing the business and maximizing the technology investment.

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*Our mission is to 'Build in Quality' from the start, and to never pass poor quality on to the next step in the process.*

**Senior Engineer,**  
Quality Lifecycle Management,  
North America Manufacturing  
Top-ranked global automaker

## The results

The automaker's Pega Platform™ solution allows for continuous improvement to operational processes and closer relationships with key suppliers. With better controls over new part introductions and earlier detection of non-conformance, the solution provides:

- **A 40% reduction of time from issue detection to assignment**
- **Increased visibility and collaboration across corporate quality, manufacturing locations, production lines, and suppliers**
- **Stability and scalability to seamlessly manage projects and portfolios**
- **Reinforced quality-first mindset with internal and external stakeholders**