

Pega Case Management for NPI and APQP

Improving time to market, productivity, efficiency, and quality

A Pega Datasheet

Taking a product from its concept or design, all the way through to its launch, requires coordinating tasks across the people, materials, and resources both within and outside the enterprise. Appropriate process controls and tollgate reviews are organized to ensure product and process quality goals are achieved, and that feedback and lessons learned are documented and used to drive continuous improvement.

Pega delivers the key to effective new product development with a unified solution for holistically managing all of the information, processes, and discrete tasks required in a secure, multi-channel environment. Pega Case Management™ for New Product Introduction (NPI) and Advanced Product Quality Planning (APQP) delivers flexible, rules-driven process automation that fits easily into your existing infrastructure, so you can efficiently capture and manage complex development activities across functional silos, enterprises, and geographies. The result is tighter process control and transparency that reduces defects, time to market, operating costs, and risk, while improving productivity and the quality of the end product.

With Pega Case Management for NPI and APQP, you can:

- **Cut the time and cost of delivering new products:**
Pega's intelligent work automation streamlines task management, freeing staff from manual administrative activities and repetitive research tasks. No-code apps put the power of change in the hands of business users, enabling immediate response to shifts in process, business rules, supplier relationships, and regulatory requirements.
- **Enhance productivity and cycle time:**
The unique combination of Pega's dynamic business rules and automated guidance ensure that tasks and deliverables are completed accurately and consistently for every phase and gate throughout the lifecycle.
- **Improve visibility and control over processes:**
Real-time status reporting, monitoring, and tracking provide transparency and insight into each process, procedure, task, and activity.
- **Reduce IT support costs while increasing business agility:**
Use existing IT investments in siloed quality systems and manage the end-to-end process across any legacy application landscape.

Challenge

New Product Introduction (NPI) and Advanced Product Quality Planning (APQP) are challenging enterprise processes for manufacturers. They are made even more difficult with ad-hoc methods, constantly changing regulations, and siloed organizations that cannot easily communicate and collaborate across an increasingly complex and globalized supply chain.

Solution

Pega's Case Management for NPI and APQP delivers a centralized integrated solution for automating complex tasks across multiple functional silos, departments, geographies, and enterprises, while promoting transparency and visibility throughout the value stream.

Optimize process management and controls

Intelligent work automation to eliminate manual tasks, such as:

- Gathering data and documentation from internal and external sources
- Documenting process steps and decisions
- Notifying government agencies, customers, and suppliers
- Tracking electronic signatures, approvals, and completion of tollgate reviews and quality deliverables
- Providing end-to-end visibility to key stakeholders throughout the program or project lifecycle
- Using skill-based routing and prioritization to ensure consistent, timely execution

Minimize operations and technology costs

- Guided interactions ensure proper triage, diagnosis, and development of a cost-effective plan of action
- Quick, easy integration with current technology lets you leverage your existing IT investment while filling functional gaps
- Continuous improvement and closed-loop feedback drives process optimization and best practices

Gain real-time visibility into the work

- Comprehensive 360-degree view and real-time status via web portals – and automated email notifications – provide authorized personnel with instant visibility into task progression
- Automated escalation and alerts of late or missed tasks enables immediate notification and response to critical milestones and deliverables
- Comprehensive performance reports offer deep insight into program status and critical business outcomes
- Complete audit trail provides a date and time-stamped history of all user and systems activities
- Change management enables the capability to pilot/test new or modified rules, policies, and procedures to understand the impact of the changes prior to full production release
- Clear data visualizations and dashboards make it easy to monitor and track activity across all locations, procedure types, products, and services

Achieve faster time to market

- No-code platform enables business users to rapidly create and modify processes and tasks
- Configurable business rules make it easy to extend automated processing and resolution
- Seamless integration with existing legacy systems make current technology investments more efficient
- Improved automation of processes from end to end provides value to customers faster

