



# Improving vehicle quality and ratings

## CHALLENGE

Quality teams at a major automaker could not access or connect in-service vehicle data to plant-level manufacturing processes. Without key information on part performance in the field, it was impossible to proactively identify and improve emerging issues in the quality control lifecycle. The company was searching for a technological solution that would allow them to take ground from their competitors in consumer reviews.

## SOLUTION

### Identifying emerging issues

The automaker integrates data from warranty claims, diagnostics, dealers, connected vehicle sensors, and vehicle metadata into a shared data asset across plants. Automated pattern matching surfaces trending defects so that teams can proactively address them and share local fixes with the entire organization.

### Prioritizing issues for investigation

Issues are automatically ranked for investigation, allowing engineers to address the most pressing and costly defects first.

### Operating on universal quality KPIs

The unified data environment allows both assembly plants and C-suite executives to operate on the same set of quality KPIs and performance metrics.

## IMPACT

- Issue diagnosis and quality reporting take minutes instead of hours, and issues are resolved 80% faster.
- The ability to identify emerging issues and address them proactively has improved quality, reliability, and consumer ratings.
- The entire organization – from assembly plants to quality teams to executives – operates on a common set of KPIs.