

Highlights >>

- 25+ custom dashboards targeted to 200+ users
- Dashboards show only the most relevant data
- Combines “big picture” overview of major issues with ability to “drill down” into details and comments
- “Quality Board” shows all dashboards at a glance
- Staff uses dashboards to identify trends and verify that issues are resolved
- Executive dashboards drive issue prioritization and overall strategy
- Company-wide initiative uses dashboards to keep all staff on the same page

Takeaways >>

- CQI dashboards are easy to create and customize
- Dashboards enhance staff understanding of issues
- Widespread adoption of tools is critical to success
- Better visibility into data enables more effective actions

- **Business Need: Visibility into quality trends**
- **Enprecis Solution: Custom CQI Dashboards**

Automobile manufacturers are responsible for monitoring countless aspects of vehicle production and quality. Because modern automobiles are so complex, getting visibility into major vehicle issues can be difficult. A top automaker and longtime Enprecis client was using Enprecis Continuous Quality Insight (CQI) tools with good results, but felt a need to increase data visibility among its staff. With more than 200 active users of the CQI reporting platform, the client needed to ensure that users were able to easily view and understand the data that mattered most to them. The client settled on **dashboards** as the best way to highlight issues at a glance while also enabling complete access to data.

Custom Dashboards

CQI tools and documentation empowered the client to easily create more than 25 different dashboards **targeted** to internal engineering or quality groups. Each dashboard includes the most relevant reports for the specific target group. For example, the dashboard for the brake engineering group might display reports on brake noise, brake dust, brake vibration, or other brake issues. All reports show **several months of data**, enabling users to identify emerging issues, track trends, and verify the effectiveness of solutions.

Drillthrough Options

The dashboards not only provide **overall data** on the top issues in a specific area, but also allow users to click on specific data points and view **additional detail** about each issue. This detail may include the number of users reporting an issue, the vehicle makes and models identified as having the issue, and even **full-text customer comments** about the problem.

Executive Dashboards

In addition to creating dashboards aimed at particular engineering groups, the client set up **executive dashboards** that allow senior management to quickly get a **high-level overview** of top customer concerns across all groups. Rapid visibility into issues helps executives create **strategies** for effective action.

Single Sourcing

Recognizing that data trends are best compiled using **consistent data** from a reliable, the client has chosen CQI as its **sole source** of data regarding design problems and features that are difficult to use. CQI dashboards with the Top 10 issues by vehicle line occupy a prominent place on the client’s **Quality Board**, a central location showcasing quality data to all staff.

Conclusion

Dashboards have helped this client gain significant visibility into data, cutting down the time spent trying to identify issues and increasing the time spent **solving problems**. This client’s successful use of CQI dashboards shows the valuable role CQI tools can play in promoting quality across the organization.