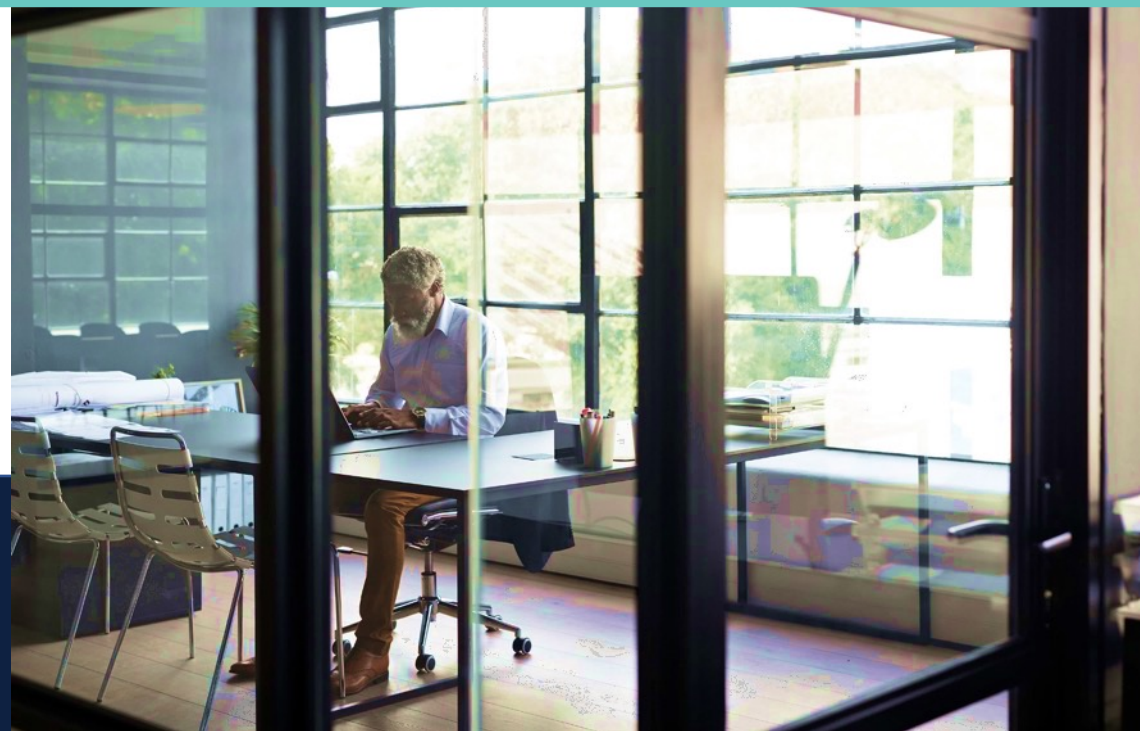


DIGITAL TRANSFORMS PHYSICAL

QUALITY TRENDS IN PRODUCT LIFECYCLE MANAGEMENT

SUMMARY RESULTS



JULY 2022

EXECUTIVE SUMMARY



Between April and July 2022, Gatepoint Research invited selected IT, Engineering and Quality experts to participate in a survey themed *Quality Trends in Product Lifecycle Management*. There have been 106 participants to date.

- Management levels represented are senior decision-makers and highly qualified subject matter experts: 7% hold the title CxO or VP, 32% are directors, and 61% are senior or department managers.

Manufacturing inefficiencies and low quality in the product lifecycle can cost a company thousands or millions of dollars over time. Leaders rely on closed-loop quality initiatives to gain real-time information sharing, efficiencies, root cause analytics, and the ability to collaborate more than they can today. What are manufacturing operations teams doing to speed production, while meeting their quality objectives?

This survey asked respondents to report:

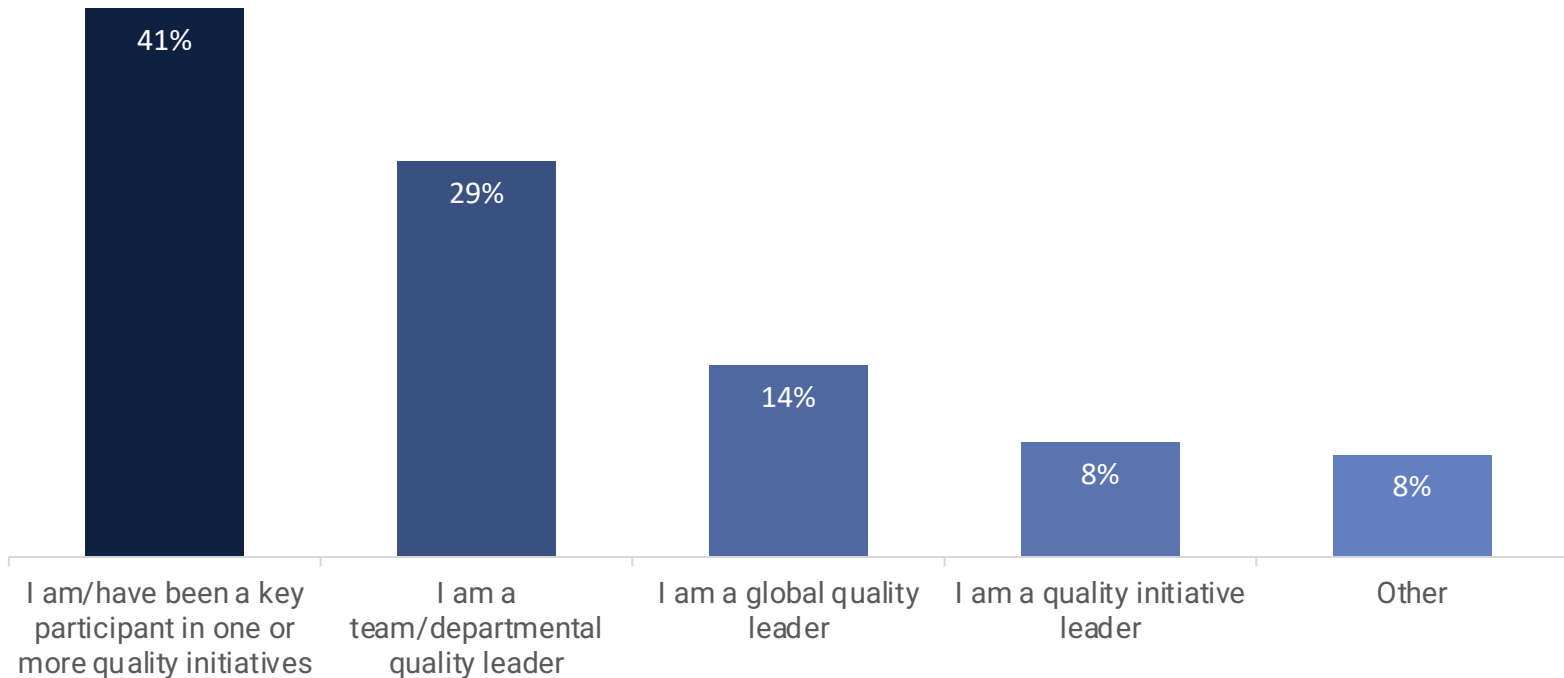
- What are their near-term business goals?
- What KPI is most important for them to improve? What process area improvements are they focused on? What obstacles are they encountering to achieving higher closed-loop quality?
- And does their PLM technology support their closed-loop quality goals?

Summary Results | July 2022

Copyright ©2022 Gatepoint Research. All rights reserved.

This report is the sole property of Gatepoint Research and may not be used, reproduced or redistributed in any form including, but not limited to, print & digital form without express written consent of Gatepoint Research.

What is your primary role in quality initiatives at your company?



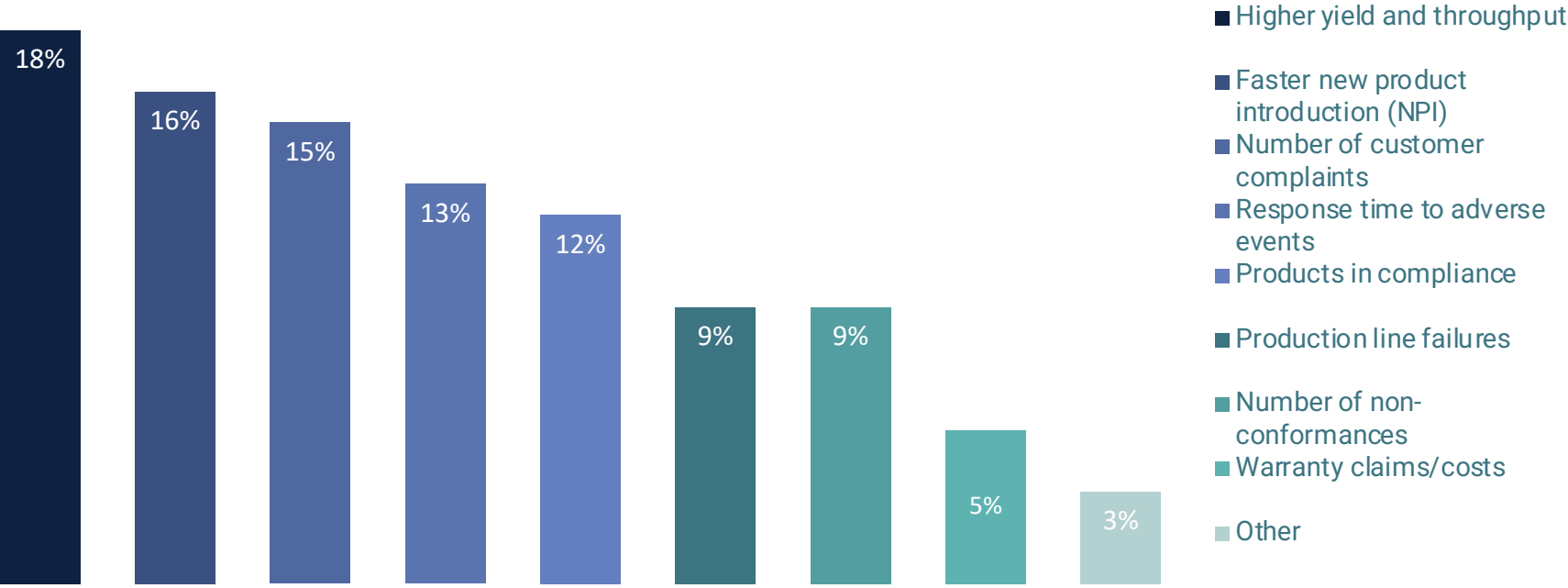
92% of survey participants report being deeply involved in their organization's quality initiatives.

What business goals are you most focused on in the next 12 months?



The top two goals responding organizations are focusing on over the next year both relate to response time: 46% need to reduce customer complaint response time, and 40% are honing in on production problem response time.

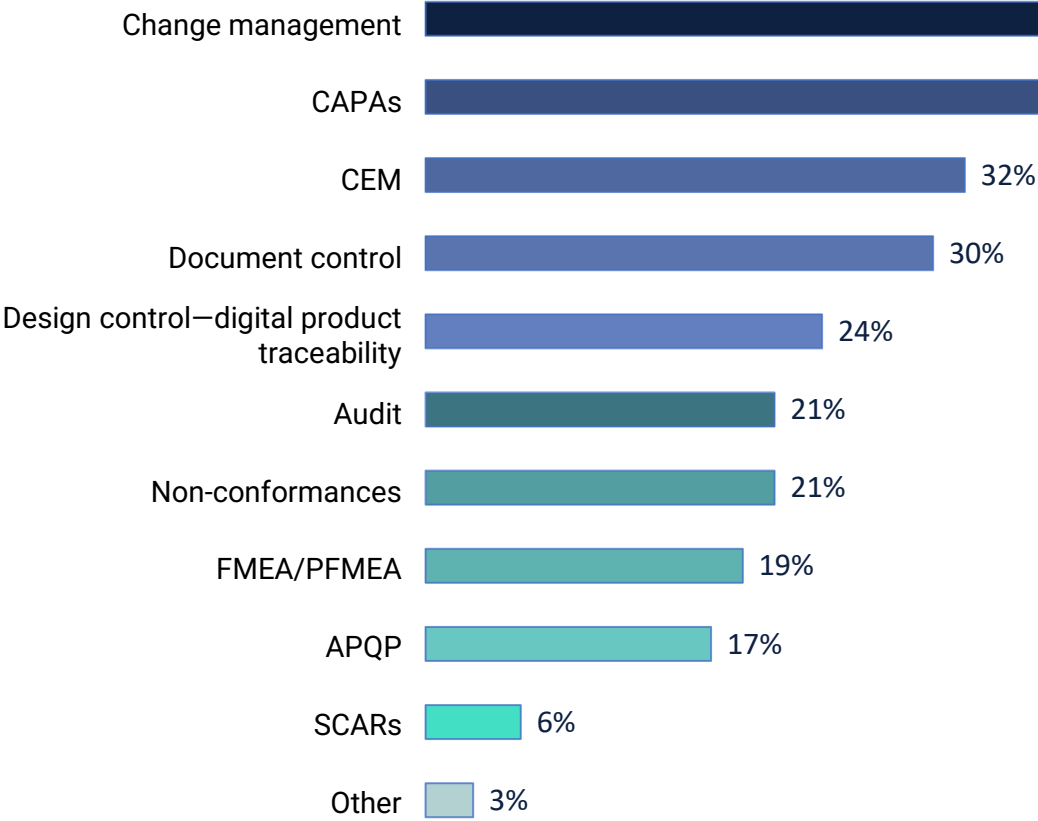
What is the one KPI result you would most like to improve?



Among a long list of KPIs, higher yield and throughput is selected as the top one (albeit by a slim margin) respondents would most like to improve. Speeding up NPI is a close second, cited by 16%, followed by 15% who want to reduce the number of customer complaints.

Summary Results | July 2022

What process areas are you most focused on improving in the next 12 months?



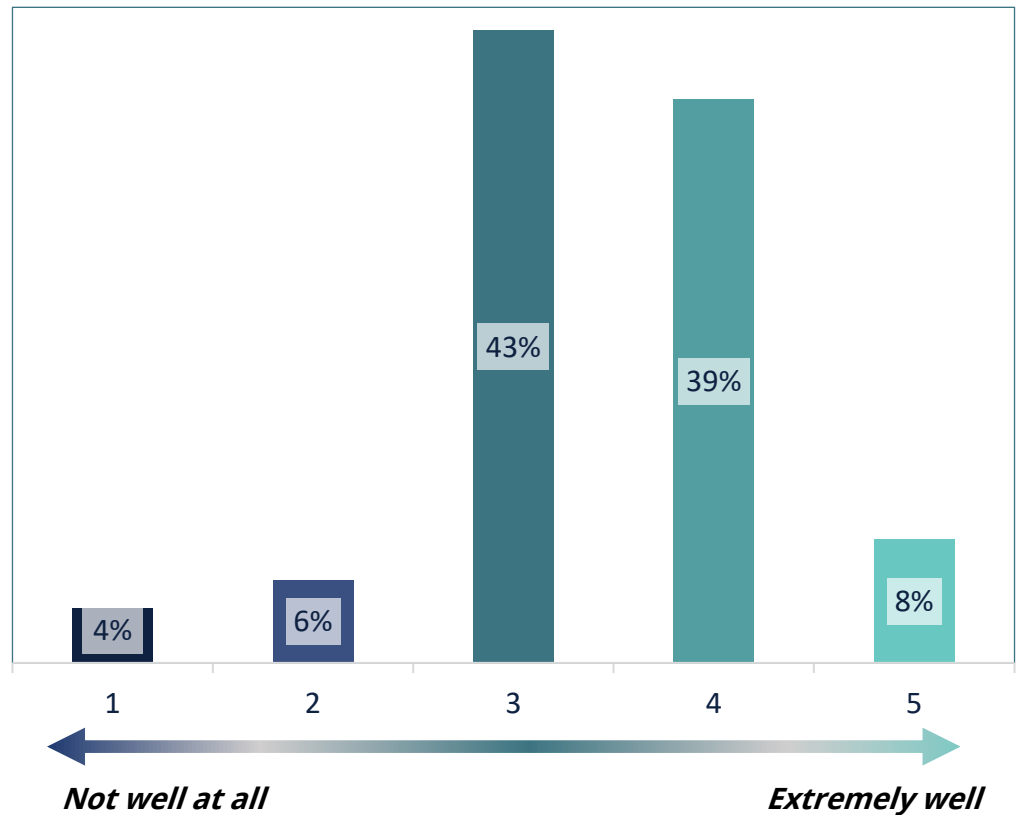
More than half of survey participants say they need to focus on improving their change management process. Nearly that many are looking to improve corrective and preventative actions (CAPA) stemming from process inspections or root cause analysis. Other cited opportunities for improvement include customer experience management (CEM) and document control.

Note:
APQP- Advanced product quality planning
CAPAs - Corrective and preventative actions
CEM - Customer experience management
FMEA/PFMEA - Failure mode and effects analysis/process
SCAR - Supplier correction action report

How well does your current PLM technology support your closed-loop quality goals?

(Rate 1 to 5: 1 = Not well at all; 5 = Extremely well)

47% of respondents are satisfied with how well their current PLM technology supports their quality goals, but the rest see room for improvement, including 10% who candidly admit their technology is not handling their closed-loop quality needs well at all.

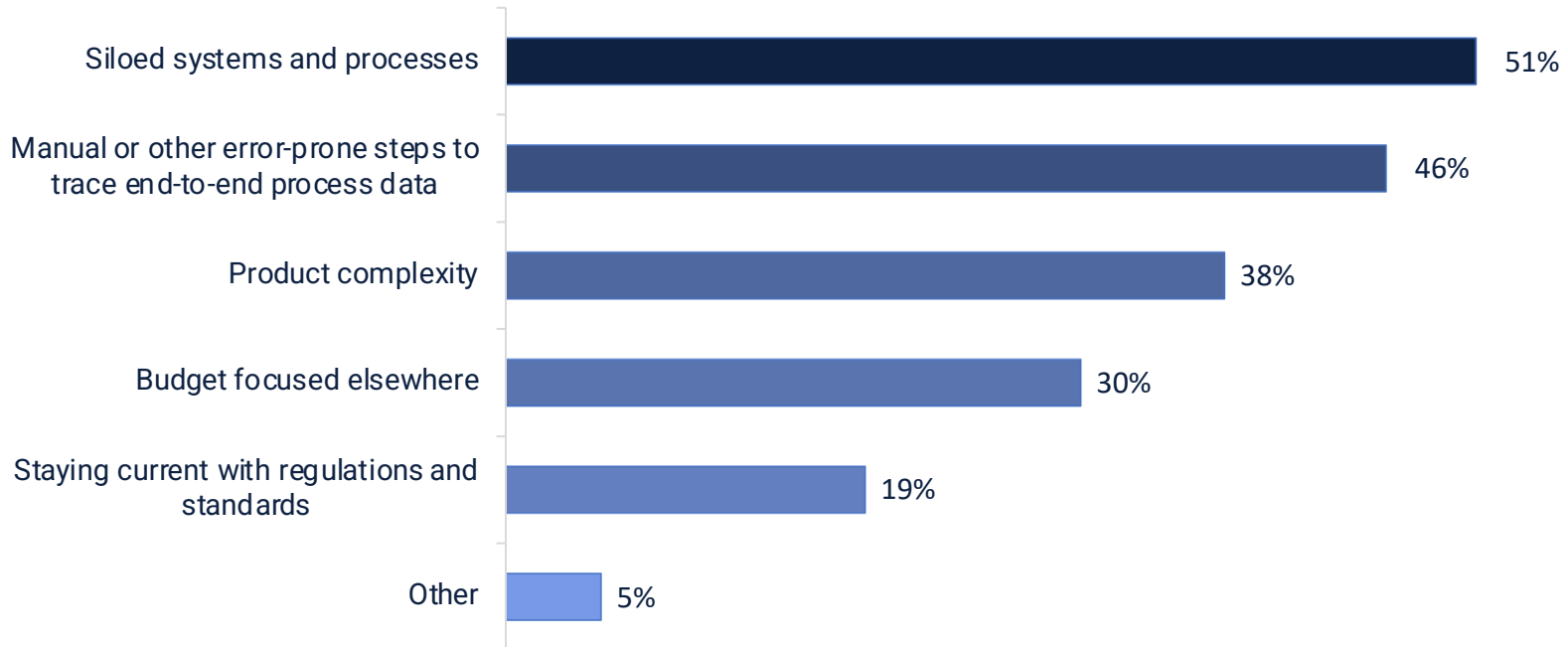


Summary Results | July 2022

Copyright ©2022 Gatepoint Research. All rights reserved.

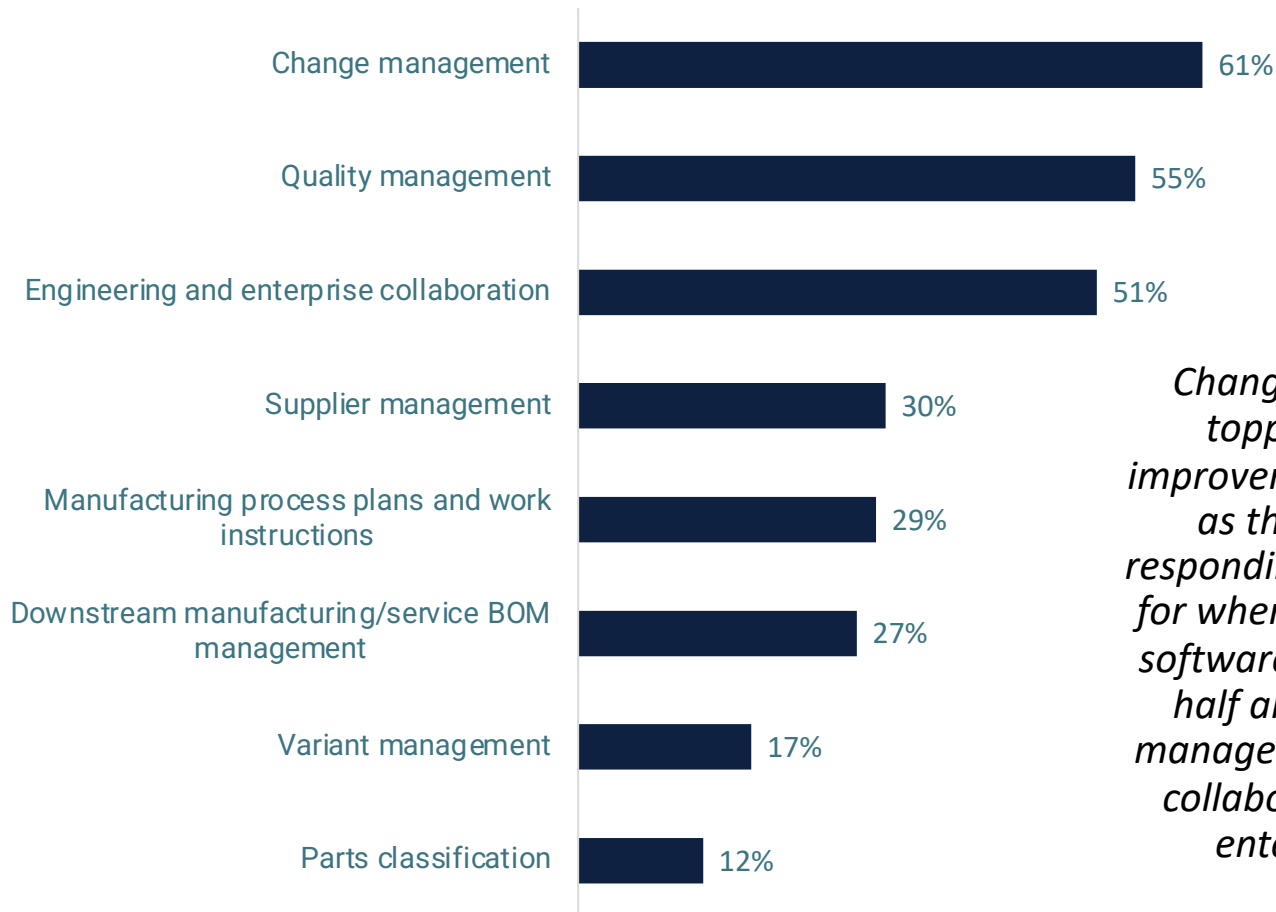
This report is the sole property of Gatepoint Research and may not be used, reproduced or redistributed in any form including, but not limited to, print & digital form without express written consent of Gatepoint Research.

What obstacles are preventing you from achieving a higher level of closed-loop quality?



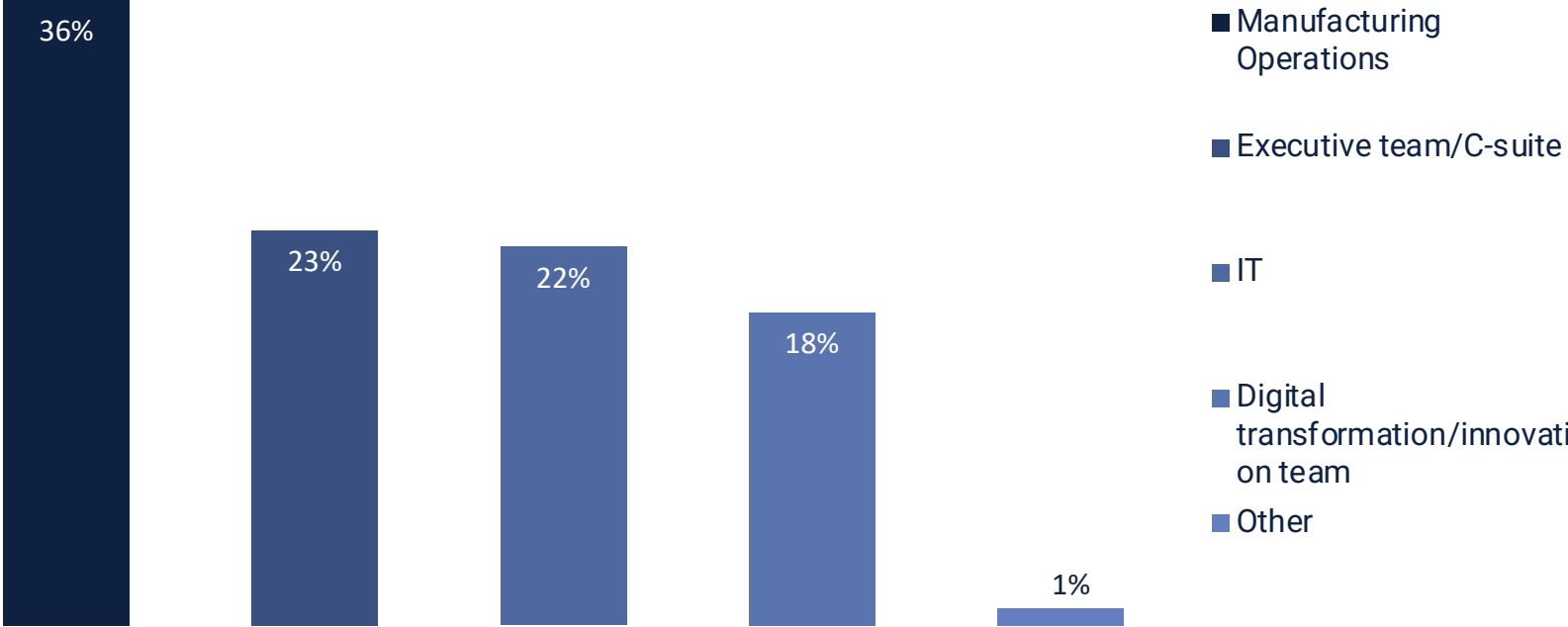
The biggest stumbling block to better closed-loop quality is their siloed systems and processes, say 51% of those surveyed. Nearly half cite manual or other error-prone steps to trace process data, and product complexity creates issues for 38%.

What is important to consider when evaluating PLM software or related technology?



Change management, which topped the list of desired improvements as well, bubbles up as the top capability most responding organizations will look for when they evaluate new PLM software/technology. More than half also want strong quality management features, as well as collaborative engineering and enterprise functionality.

Which team leads the decision for manufacturing software solutions?

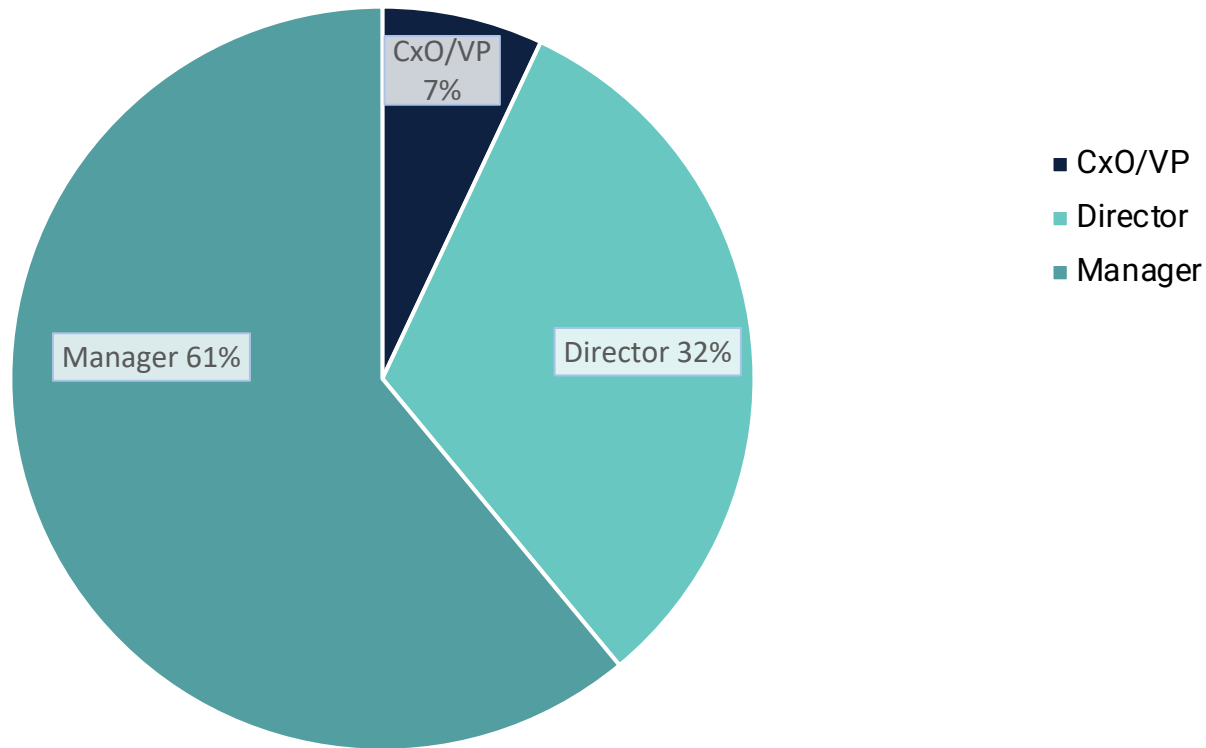


The majority of organizations participating in the survey rely on the manufacturing operations team to lead decisions related to manufacturing software solutions.

JOB LEVEL



39% of survey participants hold executive or director-level positions in their organization.





DIGITAL TRANSFORMS PHYSICAL

About the survey sponsor:

PTC's Windchill PLM Software is the foundation for closed-loop quality. PTC integrates quality management into the Product Lifecycle Management process to accelerate innovation while meeting compliance requirements, minimizing supply chain risks, and eliminating issues not identified until late stages.

Learn more at:

ptc.com/en/products/windchill