



Maximizing Value Creation for Manufacturers Through High Quality Products and Faster Time to Market

■ ■ ■ An end-product's quality plays a vital role in determining the success of organizations in the Automotive, Aerospace and Defense, Healthcare and Medical Devices, Engineering and Industrial Manufacturer space. Companies aim to implement industry-leading product quality lifecycle management (PQLM) solutions to ensure high quality and reliable end-products in alignment with the voice of the customer.

Product development and manufacturing companies are facing challenges to address product quality issues such as:

- Inconsistency in product functioning
- Safety compliance issues
- Non-conformance to standards
- Customer experience management
- Standardized quality processes and risk management processes
- Ineffective corrective and preventive action points

Organizations should collaborate with a winning IT service provider to ensure zero-defect products and winning solutions that will adhere to the highest quality standards and drive brand value.

Syntel's Solution

Syntel's **Product Quality Lifecycle Management Solution** leverages a systematic approach to assess your organization's business processes and IT systems. Syntel's consulting services assess your IT and business landscapes to identify challenges and needs. Using this, we can then set the benchmark for implementing FMEA, FRACAS, NC, CEM and CAPA best practices.

We enable you to deliver the right product at the first go, by implementing **PTC Windchill PLM solution**, providing a robust, cost-effective solution from the concept/design stage to after-sales of a product. We drive simplified planning, building, running and management of the complete PQLM system, ensuring effective returns.

Our **PQLM** Solution consists of 2 key phases:

Pre-PQLM implementation

- Assessing current business processes
- Capturing knowledge from user communities
- Benchmarking your existing processes vis-à-vis global practices
- Roadmap definition to leverage optimum value from implementation

PQLM implementation and support services

- PQLM systems implementation
- Closed loop design automation
- Maintenance and support for implemented solutions

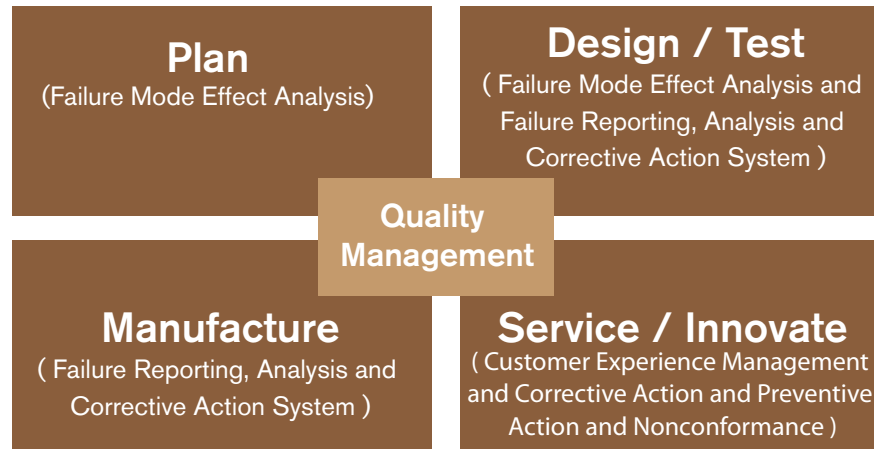
SYNTEL'S PLM

Syntel's PLM Services provide the right combination of strategic and financial value. We help our clients plan, build, run and manage the complete life cycle of PLM systems, with optimum ROI. The team provides optimized solutions to integrate product development workflows with quality systems to reduce the cost of poor quality (COPQ) and time in product development.

Transform the strategies of OEMs by following "Quality Centric Strategy" to resolve inconsistency in the Product Development.

WHY SYNTEL

- A leading global IT and KPO service provider
- Established in 1980 (NASDAQ: SYNT)
- More than 24 offices in North America, Europe and Asia
- Flexible and cost-effective onsite-offshore global delivery model
- Dedicated Centers of Excellence (CoE), such as Application Management, Testing, BI-DW and Analytics, Enterprise Services, Infrastructure Management and more, to help clients with expert advice and project guidance
- Right blend of experienced PQLM and Windchill resources, who have executed projects for global leaders in manufacturing industries



Overview of Syntel's PQLM Solution

Salient Features of the Solution

- **A customized solution** for every customer
- **Workflow notifications and e-mail alerts** for streamlined management of business processes
- **Design Verification and Validation Plan and Report**, and **Control Plans** to support cross-functional communication , collaboration and consistency
- **Communication of critical quality information** to cross-functional departments and management with web-based accessibility
- **Automated generation** of audit trails, summary reports, management reports and customized reports
- **Detailed workflows** for follow up actions, return product investigation and regulatory safety reporting
- Quickly enter and access complaint records with **call center functionality**, history and lookup
- Tracking all product quality related issues for **assessment and correction/improvement**
- **Strategic transformation** by following a quality-centric approach to resolve inconsistency
- **Optimized system** to customize solutions and reduce costs and time spent

Business Benefits

- **Quality planning:** Ensuring requirements are validated during design, test, manufacture, pre-launch and service
- **Streamlined execution:** Analyzing product reliability and risk early during product design, testing designed products to validate performance, and controlling critical characteristics during manufacture and service
- **Process improvements:** Leveraging results from design, testing, manufacture and fielded use to identify quality issues
- **Quality governance:** Establishing enterprise-wide quality guidelines and policies to monitor quality improvement efforts and meet government or industry standards