

# PRODUCT DEVELOPMENT / ASSESSMENT

surfacing high-value development and related quality process improvements

**The** Sippel Glidden (SG) *Product Development and Related Quality Assessment* is intended to support business owners and executives with a thorough and unbiased assessment of the strength of their development and related quality processes. *The benefits of using a structured, repeatable development process include: effective orientation/training of new staff, faster time-to-market, cost savings, quality improvements resulting in higher customer satisfaction, competitive advantage [even real/perceived product differentiation], and more!* The outcome of the SG assessment is a detailed report with recommendations and action items for areas where change or improvement may significantly impact success and profitability.

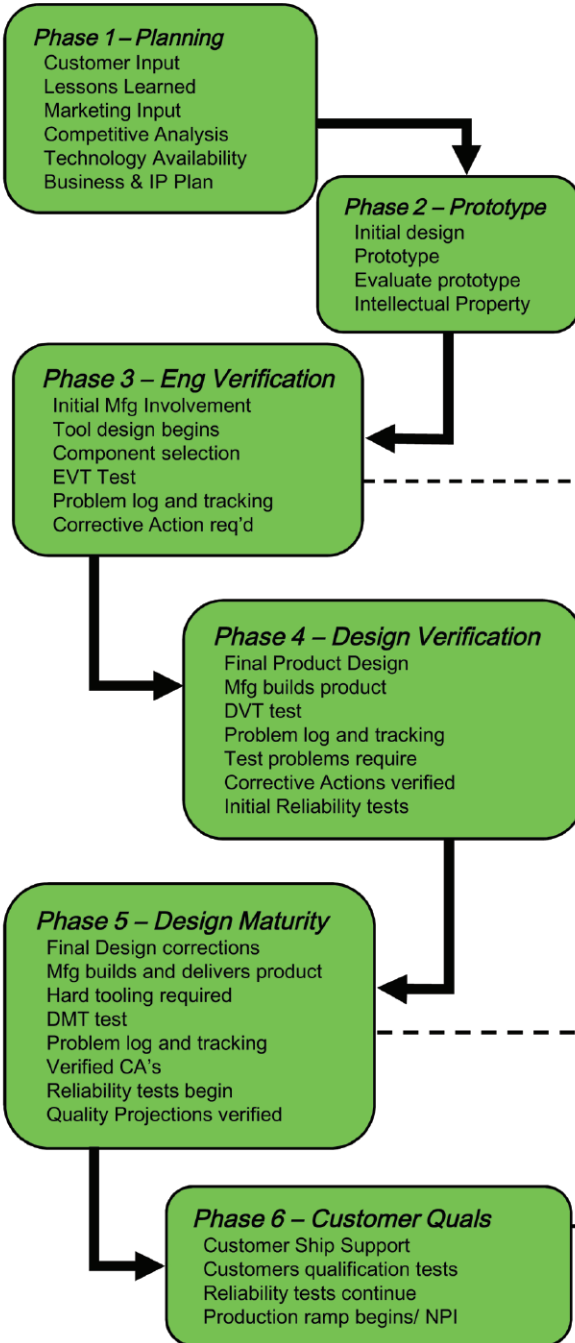
## Benefit Opportunities

An initial assessment is led, documented, and delivered by a SG senior partner and supported by a highly experienced, professional team of operations specialists. Our recommendations focus on the following key areas for their potential to drive meaningful improvements that will positively affect competitive and cost advantage:

- **Comprehensive review and evaluation:** This will include your current product development, product test, and related quality processes.
- **Product Development Handbook:** Is a product development 'handbook' or structured guide/plan currently in use? Your development handbook should include a detailed step-by-step approach to optimizing the development process. When it does, it becomes an indispensable tool for the product development team to manage/track process outcomes and establish a solid basis for manufacturing quality assurance.
- **Quality strategy and process:** The **SG** Assessment approach specifically reviews your quality process status and positions you to develop a strategy that is 'best-of-breed' in:
  - ▶ Quality certification
  - ▶ Integration quality
  - ▶ Quality ranking at major customers
  - ▶ Field quality
- **Staffing:** Our assessment will help define your staffing requirements, surface gaps and suggest ways you can creatively fill staffing voids or short-falls on a part-time or temporary basis.
- **Intellectual Property:** Intellectual Property (IP) is critical to insuring the future profitability and competitiveness of a business, and must be evaluated and reviewed at each step of the development process. Does your current process document what, when and how to complete an IP review – and who should lead the review process?
- **Project Management:** SG will carefully evaluate your project management systems. And, if you desire, one of our PMI-Certified **Project Management Professionals** can develop and deliver tailored project management training to provide your team the skills needed for product development success.
- **Key inputs and tie-in of the development process to other organizations and functions:** These should include process links to human resources, finance, marketing/sales, manufacturing, procurement, and quality.

A *weak* product development process guarantees ongoing costs/consequences!

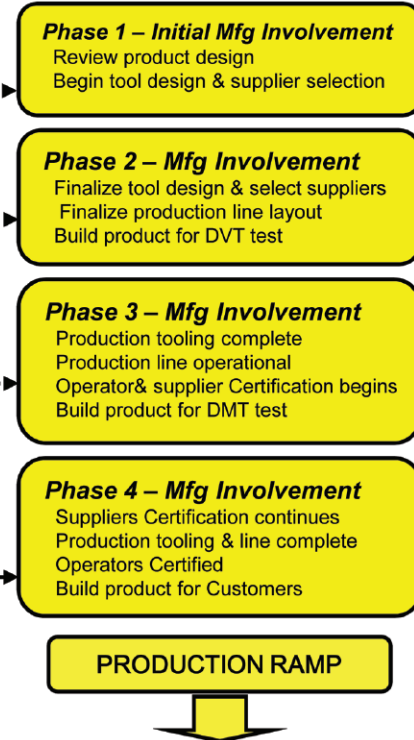
**A Development Process Example**



**The Six Steps in the SG Assessment Process**

1. SG establishes a meeting agenda with time, place, and interview schedule.
2. SG spends one day (1 day) **on-site** with client to review the development process and collect information.
3. SG does off-line analysis and summarizes the meeting data.
4. After initial review, SG sets up a **conference call** with Client to fill-in missing or incomplete information.
5. SG makes final analysis and develops conclusions, and recommendations.
6. SG presents the review findings, conclusions and recommendations at **on-site** visit (1/2 day).

**A Manufacturing Process Example**



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