



Quality Management Software in the age of the “Great Resignation”

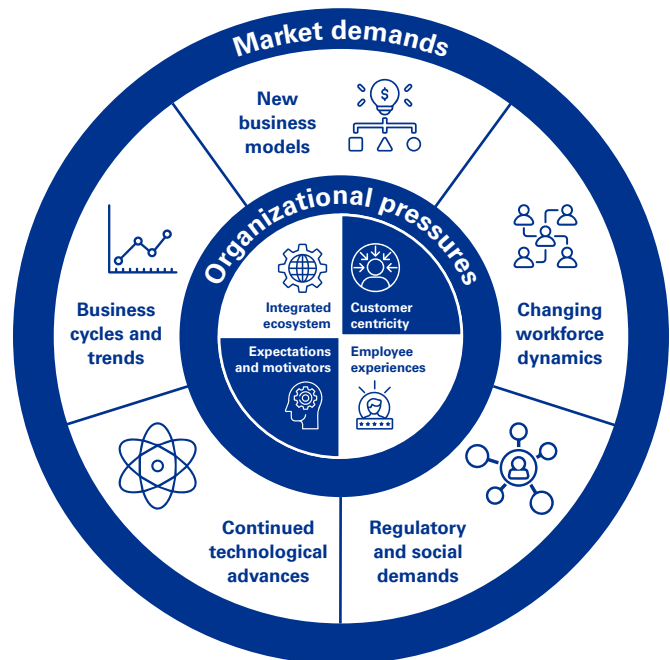


According to recent Gartner¹ research, voluntary turnover is set to remain 20 percent higher than pre-pandemic days. Companies are challenged to continue to meet demand and quality during the “great resignation” while investing heavily to retain and recruit talent. In addition to talent being the highest organizational expense, without the appropriate technology in place to standardize process and to share knowledge, talent becomes the living history of process and knowledge.

“Great resignation” is happening and is here to stay. Organizations are “doing more” with “less manpower.” Quality work is often paper based, redundant, manual, and recitative in nature. We need to prepare for the future generation entering the workforce; recent college graduates will not be interested and motivated to do the redundant, manual, and repetitive work.

Employees are not only demanding a work-life balance, but also looking for employers to invest in technologies that help them work smarter, not harder. Organizations should be focusing on moving away from paper-based and complex and highly customized systems for multiple reasons. These solutions have a steep learning curve due to their complexity, which eliminates an intuitive user experience and does not permit the sharing of knowledge without understanding the history of the solution design. But there’s another reason to make the change from these legacy systems, and that is Artificial Intelligence (AI) and/or Machine Learning (ML) capabilities. Digital quality solutions empower teams by augmenting decision-making capabilities that save time while reducing manual efforts on managing processes through AI and ML. Digital quality solutions can not only help in digitizing quality function by replacing paper from quality operations but also address repetitive and manual work by using technologies like robotic process automation, data analytics, AI, and ML along with Natural Language Processing.

Wide-ranging visibility to respond to and escalate critical events in real time is an expectation of regulatory agencies: there is no room for error or delay in the life sciences industry when such events occur. Spending time on manual processes, filing internal reports, and issuing executive communications is not acceptable practices when this can be done simultaneously by the team performing the analysis for executive decision-making. New age digital quality management can

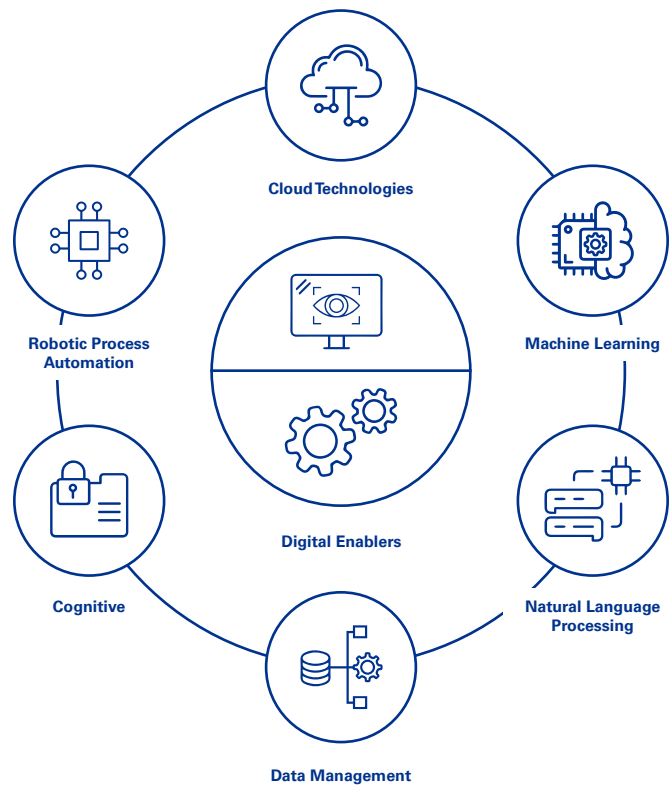


¹ <https://marketrealist.com/p/the-forever-resignation-meaning/#:~:text=In%20an%20April%202028%20press%20release%2C%20Gartner%20warned,year.%20Article%20continues%20below%20advertisement%20Source%3A%20Getty%20Images>

not only support overall company objectives and reduce unnecessary stress on employees, but also align with other business unit objectives like Manufacturing, Supply Chain, and Regulatory.

Alignment across the organization can help ensure a stronger business case for investment in the company based on the ability to scale by issuing a clear quality initiative. Digital Quality Management System (QMS) software is cloud-based and includes elements of the Internet of Things (IoT), ML, and AI to make proactive and predictive suggestions to support rapid decision-making. By connecting quality data and historic decisions across manufacturing and enterprise systems to detect process and product nonconformances in real time, organizations stand to improve operational stability, predictability, and efficiency. Quality is integrated across the organization as a cultural value, enabling collaboration as a fluid way of working, to achieve positive business and customer outcomes.

Organizations should consider transforming their quality function with the modern quality management system not only to address the ongoing manpower shortage but also to continue to attract the next generation of talent. At KPMG, we understand that your greatest investment is your employees. If there is one thing that you could do to retain your current staff, we advise you to consider software modernization to build a connected quality-centric community.



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