

## AMR-MetricStream Joint Webinar on Supplier Quality Draws Strong Response

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MetricStream, Inc., the market leader in enterprise-wide Governance, Risk, Compliance (GRC) and Quality Management solutions, today announced the overwhelming success of their webinar “Best Practices in Supplier Quality” co-hosted by AMR Research on August 6, 2008.

The complimentary webinar featured Simon Jacobson, Senior Research Analyst, AMR Research. Mr. Jacobson is responsible for AMR Research's coverage of manufacturing operations and ERP providers serving the mid-market. He examines how global manufacturers apply IT to their processes as part of their ongoing evolution toward becoming demand-driven manufacturers. In addition to ERP, Simon also covers manufacturing compliance and quality management (including environmental health and safety), manufacturing services organizations, and the evolving ecosystem of MES providers across the range of industries that AMR Research studies. He was joined by Carl McCauley, VP of QMS Solutions at MetricStream.

In this Webinar, the presenters covered the challenges faced by companies in managing global suppliers and contract manufacturers. In addition, they also reviewed best practices in Supplier Quality including use of supplier scorecards, managing closed loop supplier corrective action request (SCAR) process, supplier collaboration, measuring cost of poor quality metrics, and managing supplier audits. The webinar also examined how world-class organizations are managing quality in their supplier network by using robust Supplier Quality Management systems.

“Poor quality causes ripples throughout the supply network with late or defective orders, field failures, or recalls, yet companies lack strategic event detection and alarming mechanisms to communicate the potential risks downstream,” said Simon Jacobson in the November 2007 AMR Research Report, “Market Outlook: Make Quality a Strategic Priority Now.” “To ensure a truly networked approach to quality management, companies need to have visibility into and understanding of the quality events that pose risk. This lets them enhance existing risk portfolios for individual products and create a tighter feedback mechanism for rapid identification of the appropriate risk level and resolution strategy for quality and compliance events.”

“As organizations strive to achieve higher levels of quality within their supply chain, they need to put in place an effective quality management program that enables suppliers become key business partners, said Carl McCauley. “This webinar provides practical insights on the importance of establishing best practices around supplier quality and how leading companies are successfully using these strategies in day-to-day supply chain execution.”

A free recording of the webinar is available at  
[metricstream.webex.com/metricstream/lsr.php?AT=pb&SP=EC&rID=26455572&rKey=FAA254EE8E2CBFEE](http://metricstream.webex.com/metricstream/lsr.php?AT=pb&SP=EC&rID=26455572&rKey=FAA254EE8E2CBFEE)

About AMR Research : Research and Advice that Matter

AMR Research is the No. 1 research firm focused on the intersection of business processes with value chain and enterprise technologies. Founded in 1986, AMR Research provides subscription advisory services and peer networking opportunities to operations and IT executives in the consumer products, life sciences, manufacturing, and retail sectors. To learn more about our research and services, visit [www.amrresearch.com](http://www.amrresearch.com).

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#### About MetricStream

MetricStream is a market leader in Enterprise-wide Governance, Risk, Compliance (GRC) and Quality Solutions for global corporations. MetricStream solutions are used by leading corporations such as Pfizer, Philips, NASDAQ, SanDisk, BP, Entergy, Subway, Fairchild Semiconductor, Hitachi and TaylorMade-Adidas Golf in diverse industries such as Pharmaceuticals, Medical Devices, Automotive, Food, High Tech Manufacturing, Energy and Financial Services to manage their quality processes, regulatory and industry-mandated compliance and corporate governance initiatives, as well as by over a million compliance professionals worldwide via the ComplianceOnline.com portal. MetricStream is headquartered in Palo Alto , California and can be reached at [www.metricstream.com](http://www.metricstream.com).

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