

Sudden Impact

Last Update: May 28th, 2013



Sudden Impact

- Capabilities

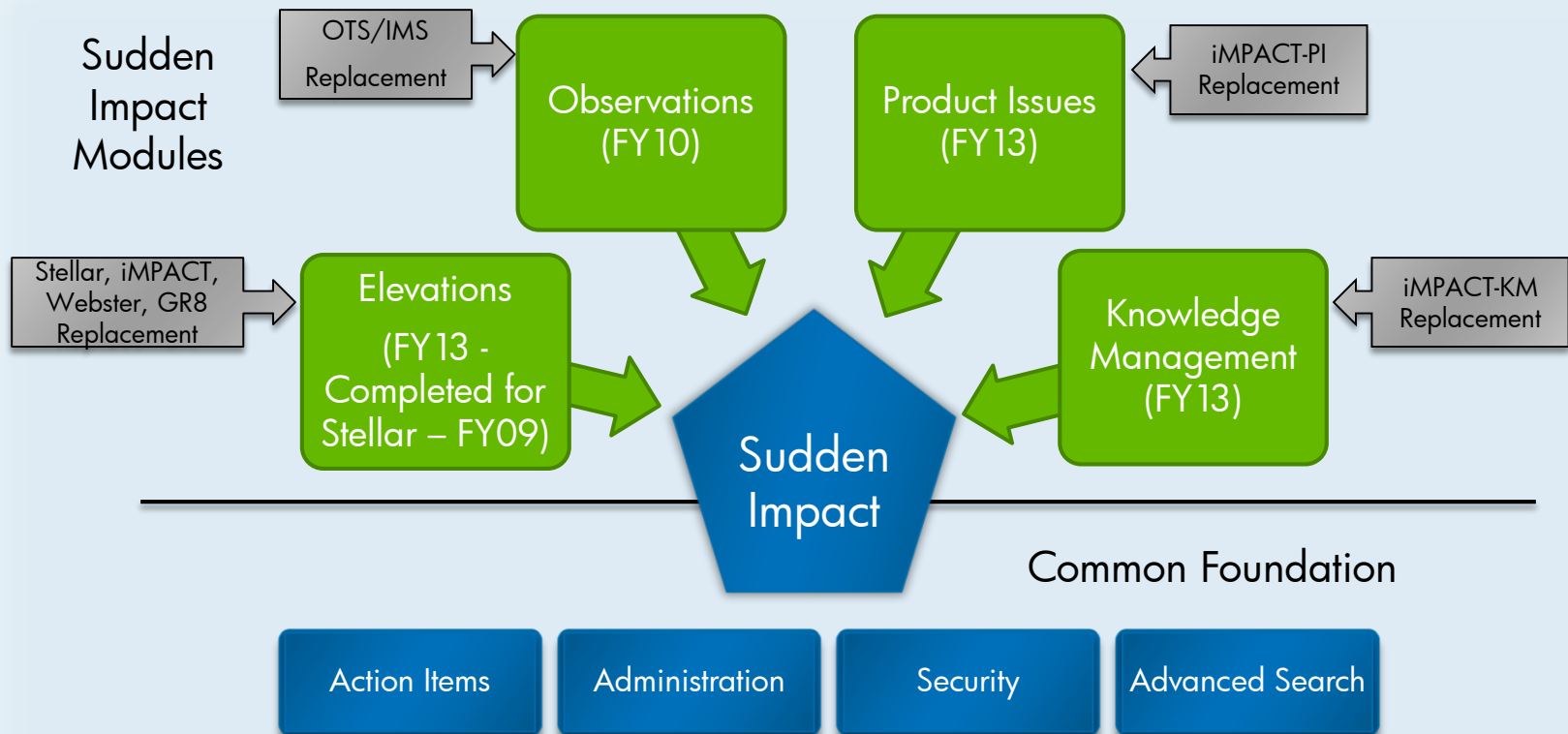
- Allows user to track and manage customer problems. And as a means of supplying the information, to determine if there is an issue to be worked.
- Allows user to create and describe a known issue, as well as collect and communicate information relating to the root cause and solution for the issue.

- Benefits

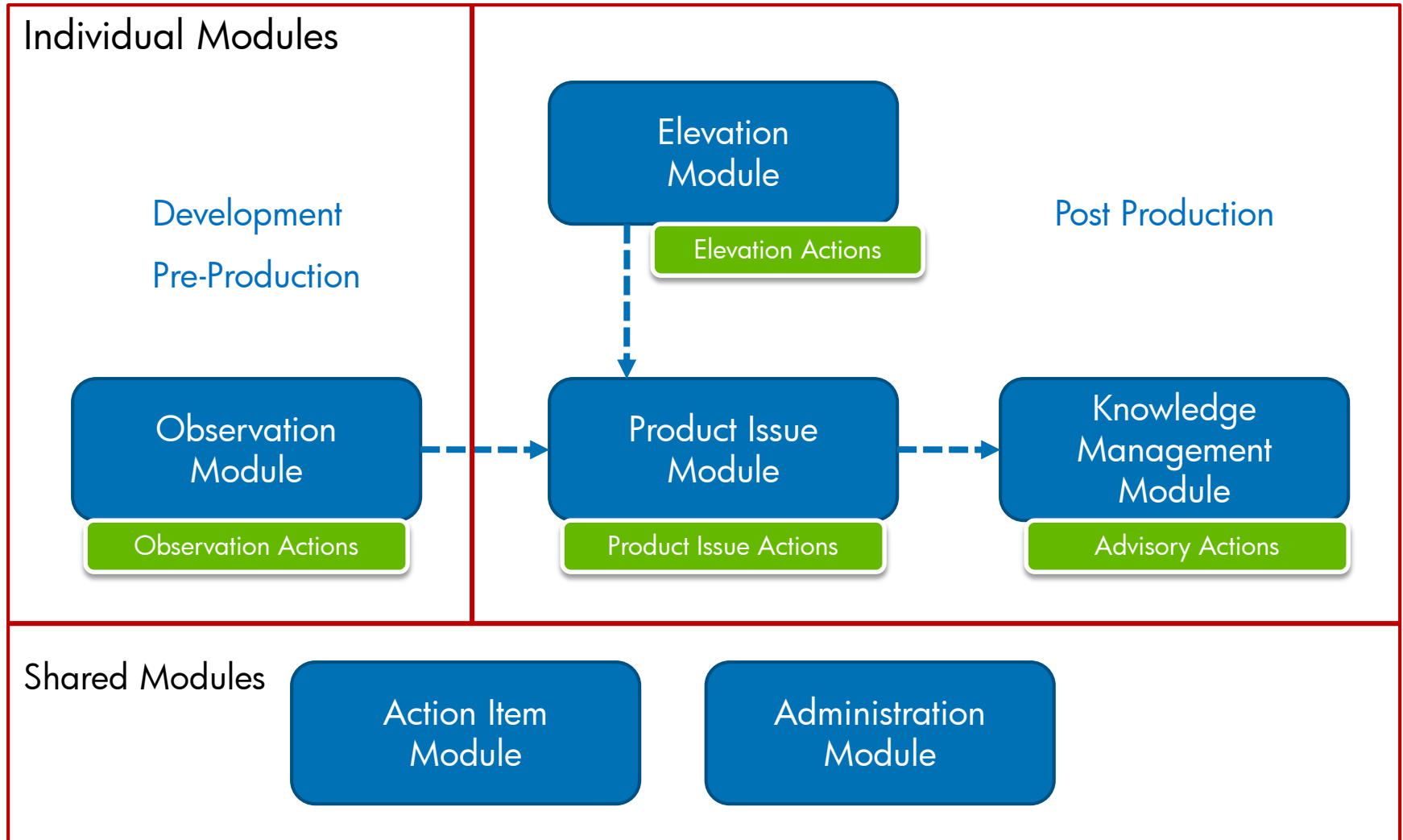
- More controlled and deliberate monitoring of quality data.
- Faster identification of issues, reducing time to fix.
- User-managed script and reporting environment allowing more control over quality analytics.

Sudden Impact Roadmap

Sudden Impact is a system that provides the business with the ability to manage product quality and reliability from development through production and end of life



Sudden Impact Overview



Sudden Impact Modules

Module	Primary Users	Description
Observations	Development	<ul style="list-style-type: none">• Used during development to record an observation seen during testing• An Observation can become a Product Issue and an Advisory
Elevations	Service/3LS	<ul style="list-style-type: none">• Used by groups outside of the product divisions to elevate a customer issue or ask for consultation from the product divisions• An Elevation can become a Product Issue
Product Issues	3LS	<ul style="list-style-type: none">• Used by the divisional 3LS teams to manage issues identified after a new product goes into production• A Product Issue can become an Advisory
Knowledge Management	Technical Writers	<ul style="list-style-type: none">• Used by divisional technical writers to create service, engineering and customer advisories
Action Items	All	<ul style="list-style-type: none">• Used in all modules
Administration	All	<ul style="list-style-type: none">• Used for all modules

Solution Design Guiding Principle

- The business process guides the use of the system. The IT system will NOT overly restrict the processes.
- Designed for a global solution rather than GBU solutions. Constraints in GBU processes, not in the IT tool.
- Roadmap to drive future enhancement requests.