

Gartner for Supply Chain

Quality Management: 24 Key Activities



Quality management leaders are searching for ways to improve their departments, but competing priorities leave them wondering where to focus attention, time and money. With the right plan, you can focus on innovation and maturing your function. We help quality management leaders build a world-class quality culture: identify key activities related to quality management, prioritize with confidence and master organizational execution.

Manage Quality Strategy	Manage Quality Technology	Manage Quality Organization	Manage Quality Performance	Manage Quality Systems	Manage External Partner Quality	Manage Operations Quality	Manage Commercial Quality
Design Quality Strategy	Manage Quality Data	Manage Quality Talent Strategy	Develop Quality Analytics	Establish Quality Policy	Qualify New Suppliers	Ensure Manufacturing Quality	Ensure Design Quality
Manage Quality Financials	Design Quality Technology Roadmap	Establish a Culture of Quality	Govern Quality Performance	Manage QMS	Manage Supplier Performance	Manage Quality Control Labs	Understand Customer Needs
	Leverage Quality Technology	Design Organization Structure		Promote Operational Excellence	Govern External Manufacturer Quality	Ensure Product Software Quality	Manage Customer Complaints
				Ensure Regulatory Compliance			
				Establish Audit Plan			

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