Gartner for Supply Chain

Long-Term Quality Strategy & Talent Development Training

Gartner worked with a consumer products company to develop a three-year strategic plan for the quality organization and a talent strategy to enable the strategic plan.

Industry: Consumer Packaged Goods
Revenue: $4 Billion
Employees: 16,000
Mission-critical priority

The client wanted an objective way to measure the company’s maturity and external benchmarking to develop a sustainable strategic plan for the quality function.

How Gartner helped

The client used the Gartner Quality Score to assess the maturity of the quality function and Gartner Quality 360 to gather stakeholder feedback on the function’s performance and alignment. Using the result of assessments, Gartner helped the client conduct a strategic planning workshop. Gartner reviewed and provided service on the strategy and communication plan.

Mission accomplished

With Gartner for Supply Chain, the client:

- Leveraged the Gartner Ignition Guide to Creating a Competency Model for Quality to create a strategic plan for the function
- Redefined skills and competencies in the quality function

Achieve your mission-critical priorities with Gartner for Supply Chain

Learn More