Despite having employed consultants for a year, the head of quality at a heavy equipment manufacturer didn’t feel their team was anymore empowered to make or validate their own decisions than before the consultants came on-site. The head of quality turned to Gartner for support driving forward the quality culture.

The client used:

- **Quality management content** on topics of concern to the quality team. Examples: peer examples of talent rotation programs; university recruitment tactics; steps for mapping the candidate experience; research on diversity recruitment methods.
- **Quarterly learning & development sessions** customized for the quality team.
- **Document review led by a Gartner analyst** to ensure alignment between the quality organization’s strategy and Gartner research on the future of quality.
- **Objective, expert guidance** on which solutions from Gartner’s quality technology roadmap the quality organization should explore.

With support from Gartner for Supply Chain, the client:

- **Drove key talent related outcomes** like retention and new hire quality by enabling the quality team to build quality culture initiatives in-house.
- **Promoted ongoing development** of the quality team’s skills, innovation and business acumen.
- **Validated thinking** by comparing organizational strategy to best practice.
- **Saved time and money** on quality digitalization efforts by gaining insight into industry trends and studying peer examples.
Gartner for Supply Chain

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