Nomination: 18573

All-around Risk Governance Utility & Solution (ARGUS) – Early Component & Product Risk Monitoring and Mitigation through Closed Loop Corrective Action

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Cisco Systems Inc

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Page: Entry Information

Entry Title

All-around Risk Governance Utility & Solution (ARGUS) – Early Component & Product Risk Monitoring and Mitigation through Closed Loop
Corrective Action

Category

W01 - W03 - Thought Leadership > W01. Innovative Achievement in Thought Leadership

Submission Format

An Essay of up to 625 Words

Essay

Pioneering Excellence: ARGUS - Transforming Supply Chain Quality Management through Thought Leadership

In the dynamic landscape of supply chain quality management, the technology and quality team takes a bold step forward with the introduction of the All-around Risk Governance Utility & Solution (ARGUS). This groundbreaking initiative represents a paradigm shift from traditional approaches, ushering in a new era of proactive risk governance powered by cutting-edge AI/ML algorithms.

ARGUS redefines the conventional reactive model, replacing periodic logins with multiple dashboards with a proactive alert system. By seamlessly integrating AI/ML algorithms, this innovative solution enables early identification of quality excursions in both Factory and Field data. The transition from a pull-based to a push-based system ensures timely alerts reach the relevant stakeholders, allowing for proactive issue resolution before any adverse impact on customers.

At the heart of ARGUS is a comprehensive data package that facilitates swift and effective communication with relevant parties. This approach, coupled with integration with the Closed Loop Corrective Action workflow tool, Supply Chain Quality Orchestrator, enhances operational efficiency. Engineers now benefit from a unified application for data analysis, disposition provision, and risk mitigation, streamlining processes for optimal performance.

One of ARGUS's key strengths lies in its ability to automatically trigger a quality event, ensuring a standardized and swift response to emerging challenges. This holistic approach to risk governance positions ARGUS as an indispensable tool in maintaining and enhancing the quality of supply chain processes.

Departing from conventional reliance on periodic dashboard metrics, ARGUS consolidates data streams from diverse quality tools and processes into a central engine. This transformative approach empowers teams to categorize processes where calculated risks can be taken and identifies areas demanding risk minimization. Once a risk decision is reached, ARGUS meticulously analyzes process outputs to prevent identified risks from escalating into significant issues, issuing appropriate dispositions promptly.

Key Features of ARGUS:
Sensing: Proactive monitoring traces risks to product serial numbers, enhancing early detection.

Flexibility: Seamless integration of various sensing and monitoring processes establishes a feedback loop for continuous refinement.

Simplified Process: ARGUS streamlines operations into a single platform, consolidating diverse risk-monitoring processes for enhanced efficiency.

Rapid Response: Serving as a one-stop-shop for Quality engineers, ARGUS facilitates swift risk mitigation and triggers downstream processes automatically.

Better Decision Making: Providing a comprehensive view of risks, ARGUS enables informed decision-making, allowing for calculated risks without compromising quality.

Focus on Early Detection: ARGUS emphasizes early detection of quality issues, ensuring timely intervention and prevention.

Outcomes and Advantages:
ARGUS has demonstrated significant outcomes, including the detection of anomalies and potential risks, serving as a centralized hub for Quality engineers to review and act on high-risk alerts. Through the Closed Loop Correction Action process and improved team collaboration, ARGUS proactively mitigates and prevents issues, leading to cost savings, enhanced product reliability, increased throughput, and improved customer experiences.

Moreover, ARGUS extracts valuable insights, causes, and lessons learned, providing a wealth of information to incorporate back into the New Product Introduction (NPI) process.

Jim Von Bergen, Cisco's senior director of product quality, emphasizes the uniqueness of ARGUS, stating that it is the first of its kind in Quality Management Systems. According to him, ARGUS revolutionizes the application of AI/ML in early detection, remediation, and assurance of product quality into a holistic process.

In conclusion, ARGUS stands as a testament to Cisco's thought leadership in effective risk management within the realm of supply chain quality. By embracing innovation and pushing boundaries, the technology and quality team has positioned itself at the forefront of transformative technologies that redefine industry standards. ARGUS is not just a solution; it's a pioneering approach that sets a new benchmark for excellence in supply chain quality management.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements in thought leadership since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

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