TAVANT

TMAP Quality.AI

Gain Actionable Insights from Service Quality Data
to Reduce Warranty Costs and Enhance Product Reliability

Overview

TMAP Quality.AI empowers businesses to uncover quality issues using AI-driven analytics by analyzing claims, returns, and repairs data. This allows your quality team to focus on the most impactful corrective actions by providing early warning signals and comprehensive metrics. By leveraging predictive models and advanced analytics, Quality.AI identifies failure clusters and evaluates root causes to drive continuous improvement, reduce after-sales costs, and enhance overall product reliability.

Proactively Identify Quality Issues
Minimize Recalls, Reduce Repairs, and Enhance Customer Satisfaction.

Reduce Warranty Costs
Achieve up to **12%** savings on service and warranty spend.

Increase Supplier Recovery
Quality.AI analyzes materials, delivery times, quality, and supplier contracts to boost recovery, achieving up to **25%** improvement.

Improve Collaboration
Utilize APIs and integration capabilities to seamlessly share quality results with R&D, engineering, manufacturing, and service teams.

Features

Early Warning Signals
AI models track technician comments, symptom, remedy, QA codes, warranty claims, cases, field technician comments, and IoT sensors to identify potential quality issues early.

Defect Detection
GenAI-enabled computer vision and deep learning models to detect defects in components.

Quality Assurance
Implement AI models to analyze inspection tests and audits, including defect analysis and statistical process control.

Reliability Analytics
Employ custom ML models for evaluating system reliability using Weibull, Survival, Pareto, R1000, Failure analysis.

Root Cause Analysis
Use AI-enabled tools such as 8D problem-solving templates, 5 whys analysis, Ishikawa diagrams, and fault tree analysis for comprehensive root cause analysis.

Key Quality Metrics
Track important quality metrics like cost of quality, yield rate, audit score, scrap rate, MTTR, MTBF, and supplier scorecard.

Recalls and Returns Analysis

Use APIs to connect with external systems, providing proactive alerts about potential customer dissatisfaction and quality issues.

Quality Prediction

Leverage predictive models to forecast future quality issues and trends, using supplier data for risk modeling and optimization.

Out-of-the-box data models

Robust data integration components & industry specific data models to track quality issues.

Regulations and Compliance

Integrated Knowledge.AI combined with quality systems to comprehend industry updates on compliance and how they affect products.

Why Choose TMAP Quality.AI?

Industry Expertise

Leading Digital Transformation in aftermarket operations for over 24 years, Tavant enables organizations to enhance service operations and customer value with predictive analytics and service quality data.

Proactive Quality Management

Delivers early warning signals to detect and resolve potential quality issues before they escalate, minimizing product recalls and reducing after-sales service costs.

Advanced Analytics

Leverages AI and machine learning to offer deep insights into product quality and reliability. Gain in-depth insights into quality metrics and failure analysis to drive continuous improvement.

Integration Flexibility

Seamlessly integrate with existing IT infrastructure, including ERP and CRM systems for a holistic approach to quality management.

Data-Driven Decision Making

Utilizes data from various sources to support informed quality management decisions. Manages both structured and unstructured data, enabling comprehensive quality analysis.

Secure, Scalable, and Adaptable

Designed to handle large data volumes and complex quality scenarios across industries. Available for both cloud and on-premise deployments, with robust access controls to safeguard sensitive data.

Deploy Today, See Impact in 12 Weeks!

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