

**Topic: Centralized versus decentralized data collection & reporting**

**How did you accomplish this topic during your implementation?**

Centralized - we found that having more than one group reporting always led issues around message consistency. We would have leaders presenting what was supposed to be the same measurement but the values were different. Over time we consolidate all TL 9000 reporting to one team. The team prepares all TL 9000 related data for the whole corporation.

**What resources/tools/vendors were used to accomplish this task?**

Standardized process and data input/tracking systems (CRM, Order Management, etc...)

**Was there any benchmarking activity?**

N/A

**What lead you to use this method?**

Too much reporting redundancy (\$\$\$) and contradicting measurement views (see 1<sup>st</sup> question)

**What worked and what didn't work?**

N/A

**What recommendations do you have for others attempting to use your method?**

Centralize as much as possible.

**How did you measure the effectiveness of this method?**

N/A