

Perry's Solutions, LLC

Quarterly Newsletter

February 2021

Welcome to our quarterly newsletter. Since 2009 we have prided ourselves on providing you with clear and concise information that can be implemented in your daily operations. If you receive value from this, please share with a colleague.

ACCELERATING VALIDATION - ASQ TALK

We presented at an American Society for Quality (ASQ) meeting about Accelerating a Predictable Validation Process. This covers key points for hardware, software and process. Many of the elements are common so differences have been highlighted. <https://bit.ly/3gJzaJG> One example is validation impact begins during requirement definition. Also, we cannot wait until validation to consider the test methods to be used. To avoid over runs, call us to quickly determine the scope appropriate for your situation.

BIAS MANAGEMENT FOR ACHIEVING SUCCESS

We all have bias. That recognition is an important step toward greater success. How can we handle team formation and structure our work to improve the performance impact? Tips in this video provide an approach to reduce this bias source. <https://bit.ly/36jkzyt> Examples include combining pessimists and optimists, and open thinkers with focused thinkers. Call us to help you increase the probability of success on your project.

CUSTOMER EXPERIENCE IN PRODUCT DEVELOPMENT

Customer experience is now a high priority for companies. Sayre Darling shared this observation with us based on several recent surveys, including one by PwC. What does this mean for us in product development? Sayre says the experience can begin as we are gaining customer inputs early in the design process. By starting there, we set the stage for all future customer experiences such as product use and customer service. Engaging the customer thru the entire development process improves retention and satisfaction.

Have a great day!



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