**Monitor.**
Capture.
Analyze.
Deploy.
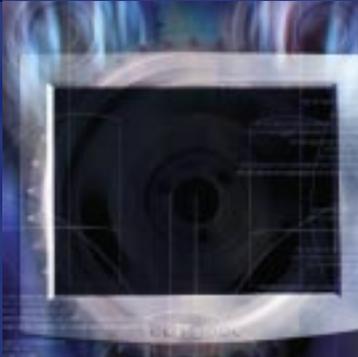
Blue Iguana®

Active Quality Management Systems
Intelligence for Product Improvement Across the Value Chain

A Fresh Approach to Improved Customer Loyalty

Today, Global 2000 companies are faced with the challenges of expanding global competition, increased customer choice, and declining customer loyalty. To address these challenges, leading companies are driving a range of new initiatives that have one core objective: to enhance each individual customer's total experience with their products and services – and, as a result, improve customer satisfaction, engender customer advocacy, and accelerate revenue growth.

One of the biggest barriers to improved customer loyalty is the absence of real-time information transparency inside and outside the organization. A disruptive technology is required to overcome this barrier – one that actively monitors supplier quality, captures real-time product information, provides a robust analytical engine with rich raw data, and allows instant global response when problems arise. Blue Iguana® Active Quality Management (AQM) provides the answer.

Managing Quality Across the Value Chain

Blue Iguana® Active Quality Management (AQM) software gathers intelligence and deploys changes for product improvement across the value chain—from component suppliers to manufacturing plants to point-of-sale and customer premises. In particular, Blue Iguana® addresses the fundamental problem associated with outsourced and offshored manufacturing and service environments – access to real-time product test data on which to conduct accurate analysis and generate real business intelligence.

Our suite of software applications enables rapid product quality improvement based on real-time data capture from sites world-wide, desktop analysis and team collaboration, and remote execution of corrective actions. Blue Iguana's software gives customers in-depth visibility and comprehensive control over worldwide manufacturing, service, engineering test, and in-service product environments.

Blue Iguana's AQM solution includes five modules that address each segment of the product value chain, giving companies global visibility and control:

◆ Active Quality Management – Manufacturer
◆ Active Quality Management – Supplier
◆ Active Quality Management – Product
◆ Active Quality Management – Service
◆ Active Quality Management – Corporate

Blue Iguana® Active Quality Management – **Manufacturer**, the primary module of the AQM solution suite, is specifically designed for computer, electronics, communication equipment, and medical device manufacturers and their Electronic Manufacturing Service (EMS) providers. The Blue Iguana® AQM-Manufacturer module prevents product recalls with its remote

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BLUE IGUANA® ACTIVE QUALITY MANAGEMENT (AQM) OVERVIEW

AQM — Supplier

- Remote visibility and control
- Improve quality
- Increase productivity

AQM — Manufacturer

- Remote visibility and control
- Improve quality
- Increase productivity

AQM — Product

- Remote diagnostics and repair
- Reduce MTTR
- Improve customer loyalty

AQM — Service

- Remote visibility and control
- Reduce TAT & Cost
- Enhance customer experience

test and update capabilities, improves product consistency, and includes a centralized, closed-loop test results gathering, processing and analysis system for improved quality control.

Blue Iguana® Active Quality Management – **Supplier** module of the AQM solution suite is specifically designed for manufacturers to obtain pertinent information from their component suppliers. The Blue Iguana® AQM-Supplier module correlates component test results and quality issues with those of assemblies, subsystems, and systems; provides early-warning signs about product failures, and eliminates buildup of bone piles at manufacturers.

Blue Iguana® Active Quality Management – **Product** is engineered to be deployed in computer, electronics, communication, and medical device products. The Blue Iguana® AQM-Product module enables remote health checks to rapidly and accurately detect failures, analyze their root causes, and remotely upgrade the deployed products. Manufacturers can deploy this module to dramatically reduce service and repair costs and enhance customer satisfaction, leading to sustained loyalty and increased revenue.

Blue Iguana® Active Quality Management – **Service** module of the AQM solution suite caters to the needs of product service centers.

The Blue Iguana® AQM-Service module enables manufacturers to efficiently manage service activities that include improving turn-around times (TAT), reducing repair costs, optimizing test sequencing, and providing continuous feedback to the product design and engineering organizations.

Blue Iguana® Active Quality Management – **Corporate** is the business intelligence module of the AQM solution suite. It enables companies to aggregate, consolidate, and synthesize data from other modules and provides an executive performance dashboard. resource utilization, conduct product health checks, and make informed corporate decisions.

Producing Results

The Blue Iguana® AQMS solution provides remote, ongoing visibility to, and control over, the product value chain so that users can monitor the underlying data, capture the data for use in true business intelligence, analyze the root causes of problems, and deploy solutions for quality improvements. This closed-loop quality management system enables integrated planning with automated execution of corrective actions for rapid adaptation to changing business conditions. Its rich analytics and reporting capabilities help to quickly identify product quality issues, and assist in continuous product improvement.

BASIC SOLUTION ARCHITECTURE

Clients

Worldwide Hub

AQM Server

Local Host Control Agent

In-Product Agent
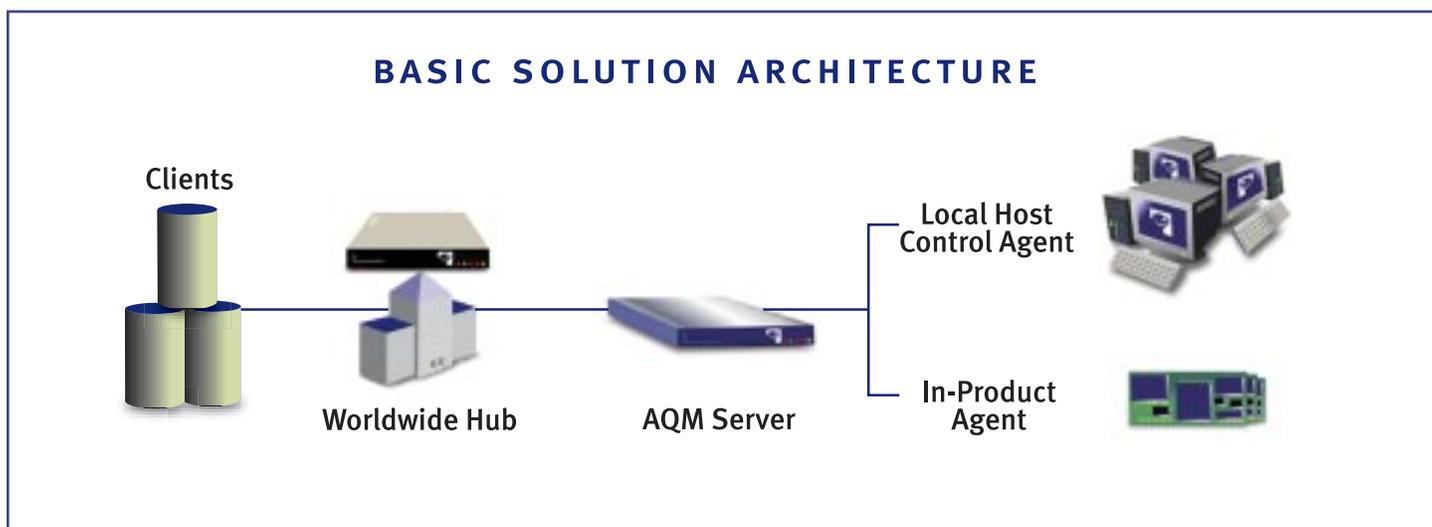
Blue Iguana's AQM solution enables executives to achieve:

- ◆ Increased operational control and visibility
- ◆ Reduced supply-chain quality risk
- ◆ Higher yield with fewer testing delays
- ◆ Lower manufacturing costs
- ◆ Increased customer satisfaction
- ◆ Increased control during outsourcing

Solution Components

A typical Blue Iguana® solution implementation incorporates the following components that interact to add value to a wide variety of business, organizational, and operational needs.

Blue Iguana® AQM Server: A facility-resident server appliance that manages test fixtures, provides a temporary repository for test data, and supports continuous or intermittent communication with the Worldwide Hub.

Blue Iguana® Local Host Control Agent: A conduit to the Plant Server, supporting UNIX, Linux, and Windows environments. The Blue Iguana® Local Host Control Agent also manages the local host machine from the basic OS through applications and test data.

Blue Iguana® In-Product Agent: Runs "at speed" diagnostics of a product, both in manufacturing and once deployed in the field. The Blue Iguana® In-Product Agent also performs remote provisioning of components and can be customized by the user for system and board level tests.

Blue Iguana® Worldwide Hub: A centrally located server appliance that prepares new code for release, packages projects for distribution to plants, and provides a repository for product test data. The Wordwide Hub enables desktop control over a company's distributed manufacturing text infrastructure.

About Blue Iguana

Blue Iguana® Networks, Inc. develops, markets and supports a family of software applications that enable rapid product quality improvement based on real-time data and remote corrective action. The company's software gives customers in-depth visibility and comprehensive control over worldwide manufacturing, service, engineering, and embedded test environments. Improved supplier quality, increased operations efficiency and enhanced customer experience are the result.

THE BLUE IGUANA® SERVICE SOLUTION

Blue Iguana® also offers Consulting Services that enable manufacturers to effectively execute to their operational goals. Blue Iguana® can help improve product quality and boost operational control through a range of services delineated below:

Manufacturing Systems Assessment:

Blue Iguana® enables decision makers to quickly and objectively evaluate and select the most suitable systems to support their manufacturing strategy. This involves detailed need assessments, rigorous analysis of competitive offerings, practical recommendations, and implementation support.

Manufacturing System Upgrades:

Blue Iguana® provides a service offering that assists customers with porting legacy systems to current environments in a flexible fashion. This includes activities such as **a)** porting DOS generation test systems to current technology to take advantage of networked manufacturing, without excessive system redesign and **b)** providing services, re-design & purchasing assistance in order to replace legacy hardware test fixtures with current off-the-shelf data acquisition technology.

Hardware Diagnostics:

Through a combination of diagnostic expertise and in-house tools, Blue Iguana® can provide chip, board, and product level diagnostics on existing or new products. This is often used to enhance existing manufacturing test on a product, taking advantage of new technologies in both test and network data capture.

Manufacturing Software Tools:

This service includes the development of custom product programmers, loaders or test environments for products on the assembly line. Similarly, the development of applications to link legacy product tools with manufacturing systems and MES is a common application.

Deployment Services:

Blue Iguana® provides assistance with deployment plans and implementations of new technologies, new functions or new products in a manufacturing and service environment. This includes integration with various enterprise software systems like PDM, ERP, etc. as well as with test software from National Instruments.

The Blue Iguana® Services Solution may be employed in conjunction with or independently from Blue Iguana's signature Active Quality Management System.

For More Information

For a more in-depth presentation on how the solution is implemented, or to speak with a Blue Iguana® Sales representative, please dial 650.988.0808 x103 or visit the company's website at **www.blueiguana.com.**

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