



CASE STUDY

Semiconductor Solutions Provider Achieves Over \$9 Million ROI with ComplianceQuest EQMS Implementation

Streamlined, Automated Processes Improve Complaint and Supplier Management



Background

Global Semiconductor Solutions (GSS) is a global provider of connectivity and power solutions for companies in the automotive, consumer, defense and aerospace, industrial and enterprise, infrastructure, and mobile markets. The public company offers 2,000 innovative semiconductor products that solve complex technical challenges, helping to connect, protect, and power the planet. Headquartered in North America, GSS employs a team of 6,100+ staff members across 17 countries.



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– Senior Manager of Engineering and Quality Systems

Global Semiconductor Solutions (GSS)

Challenge

Over the years, GSS had created a wide range of meticulously crafted applications to solve custom business processes. These provide GSS with an edge against its competitors. This approach resulted in a portfolio of highly customized solutions, which can be expensive to maintain.

These expenses are justified if the applications solve GSS-unique problems, but not sustainable when they are addressing common problems, such as evaluating supplier performance, addressing customer complaints, transmitting and aligning on supplier documentations, and other quality management-related problems.

Solution/Results

Recognizing the value of leveraging a vendor with deep experience solving quality challenges across many industries, GSS opted to purchase a third-party electronic quality management system (EQMS). After evaluating multiple vendors, ComplianceQuest emerged as the clear winner.

“We liked that they offer out-of-the-box modules we could easily configure, and they’ve already solved similar quality problems for other customers,” said the Senior Manager of Engineering and Quality Systems.

While the search was prompted by a need to improve complaint management, GSS found it appealing that ComplianceQuest is a cohesive, comprehensive platform with the same intuitive interface across modules, improving efficiency and enhancing the user experience.

ComplianceQuest is also built on the same Salesforce CRM GSS uses, enabling operational efficiencies.

In September 2023, GSS kicked off a multi-year engagement to replace its legacy applications with ComplianceQuest modules.



Improving Supply Chain Management While Saving Millions

As a product manufacturer, GSS is often required to make product, process, or quality changes along its supply chain to comply with new legislation or customer mandates. These requirements spur a customer flow-down: investigating the supply chain to determine how the request impacts products or processes, then implementing a solution.

The effort was manual and time-consuming, relying on emails, phone calls, and Teams messages that are tough to organize and track. Leveraging ComplianceQuest capabilities, GSS completely transformed the process:

creating a standardized, automated way to flow down a new requirement to every department involved, with automatic reminders and weekly reports keeping the work moving.

“We’ve saved our internal customers so much time handling these requests that we’re seeing a \$6 million ROI just from this improvement,” said the Senior Manager of Engineering and Quality Systems. System reports provide valuable insights; including how many changes are in progress, which departments they impact, and their status.

Keeping Better Tabs on Supplier Performance

With nearly 500 suppliers, GSS needed an effective way to develop supplier scorecards: an objective view of how vendors are responding to quality issues. Monthly scorecard development used to involve populating spreadsheets, routing them for approval, and generating deliverables in PowerPoint. Because it was cumbersome, GSS only developed scorecards for its strategic suppliers, leaving 95% of their suppliers unevaluated and resulting in a major information gap.

ComplianceQuest's Supplier Relationship Management module streamline, standardize, and automate scorecard development by

integrating data from disparate sources and eliminating manual steps.

“Now we're creating performance scorecards for all our active suppliers and monitoring them based on automated input values, with the least amount of work for our Supplier Quality Engineers,” said the Senior Manager of Engineering and Quality Systems.



GSS developed a condensed scorecard for all but the top suppliers, delivering essential information through a hands-off process. Key suppliers receive a comprehensive scorecard that combines automated metrics with subjective details like responsiveness and process stability. ComplianceQuest reports equip GSS to track key performance indicators (KPIs), including deliverable completion status and issue resolution time.

“Enabling the scorecard creation for all of GSS's active suppliers by automating standardized metrics has not only reduced the amount of work of our Supplier Quality Engineers to manually create monthly scorecards, it also closed the information gap and enabled us to monitor the performance of all our suppliers,” noted the Senior Manager of Engineering and Quality Systems. “This created an impressive improvement with an estimated ROI of about \$3 million.”

Lower Licensing Costs, More Robust Functionality

The move to ComplianceQuest also yielded opportunities to capitalize on license costs while gaining functionality.

For example, moving the Supplier Document Portal used to distribute GSS documents to suppliers for their acknowledgement to Salesforce allowed the company to profit by consolidating user licenses. “After moving GSS’s quality applications to ComplianceQuest, we were able to capitalize on license costs for our team of Quality Engineers,” explained the Senior Manager of Engineering and Quality Systems.

The Supplier Portal, a part of the ComplianceQuest Supplier Central Module,

provides a singular touchpoint for any documentation they need; from process and product documents, to agreements, to 8D and process change requests.

“All supplier-facing quality processes will be accessible through the portal,” said the Senior

Manager of Engineering and Quality Systems, with the system automatically sending documents from GSS’s internal document management based on SharePoint as soon as a new revision becomes available.



Streamlining Complaint Management

Responding effectively to customer complaints is critical for a company selling thousands of products. GSS's legacy complaint system had reached the end of its software lifecycle, with a long list of needed improvements to the process flow. IT support was necessary for the smallest improvements, creating high behind-the-scenes maintenance costs.

“Supporting all of the necessary improvements would have required a rewrite of the application,” said the Senior Manager of Engineering and Quality Systems.

By implementing the ComplianceQuest Complaint module, GSS can now configure the

system to meet its needs, save staff time through an automated process, and track KPIs. And by connecting the module to suppliers' internal quality systems, GSS can obtain and receive live updates on complaint resolution status. The solution makes it easy for GSS to manage complaints from initial intake through their entire lifecycle.



A Partnership That Keeps Paying Dividends

GSS finds ComplianceQuest to be a highly knowledgeable, diligent partner.

“They leave no stone unturned to come up with a feasible solution to anything we face,” said the Senior Manager of Engineering and Quality Systems.

As GSS implements more modules, the consistent user interface is really proving its worth.

“It’s easy to bring someone onboard with additional modules, because it’s a cohesive system using the same flows and patterns,” said

the Senior Manager of Engineering and Quality Systems.

The Senior Manager also appreciates being able to call on ComplianceQuest as an extension of the internal team. “I have an additional resource to work on projects we’re developing, which increases our throughput,” the Senior Manager said. Meanwhile, the move to an EQMS platform slashed system management time, freeing staff for other tasks.

GSS will wrap up the engagement by implementing the Change Management module for PCR and the CAPA modules for the 8D process in 2025. PCR will cover both GSS- and supplier-initiated requests.



CHALLENGES

- Portfolio of highly customized applications
- Complaint application at the end of its software lifecycle
- Non-standardized customer flow-down process without tool support
- Labor-intensive creation of supplier scorecards

VALUE CREATED

- \$6 million ROI on customer flow-down process
- \$3 million ROI on supplier scorecard process
- Better visibility into every supplier’s performance
- Streamlined, robust complaint management process

SOLUTIONS

- Supplier Relationship Management
- Complaint



About ComplianceQuest

Transform into a fully connected business with a **next generation AI powered Product Lifecycle, Quality, Safety, and Supplier Management platform built on Salesforce.**

Our connected suite of solutions helps businesses of all sizes increase quality, safety, and efficiency as they bring their products from concept to customer success. Our intelligent data driven platform comes with best in class integrated processes to mitigate risks, protect employees and customers, and strengthen brand reputation.

ComplianceQuest is pre validated and easy to implement, easy to use, and easy to maintain. It enables streamlined communication, collaboration, and continuous improvement across the entire value chain.

For more information or to request a demo, please contact:

- Visit www.compliancequest.com
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