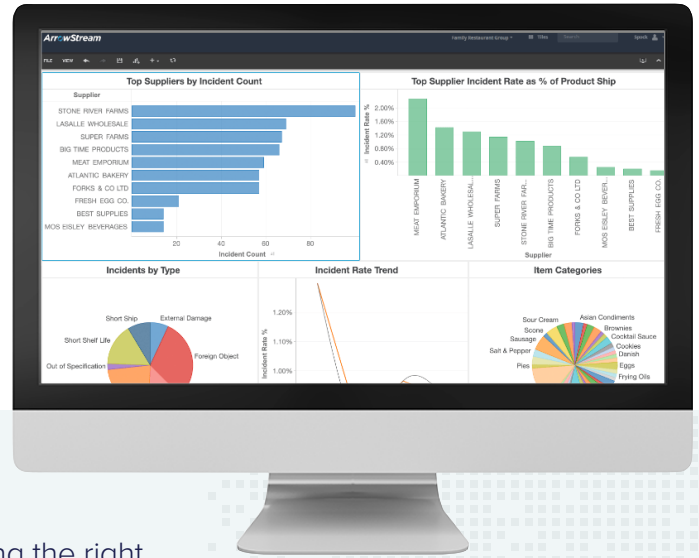# ArrowStream

QUALITY INCIDENT MANAGEMENT

ArrowStream's Quality Incident Management solution enables better visibility to store-level incidents, faster incident resolution, improved collaboration with supply chain partners & verified credits.

HOW YOU BENEFIT

- Capture quality or service incidents at the store level
- Automate communications across trading partners ensuring the right information gets to the right person
- Monitor incident status & ensure quick resolution
- Verify appropriate credits are applied while reducing resolution time
- Measure the performance of partners with dashboards & scorecards

AVERAGE CUSTOMER SUCCESSES

Cut the time to track, follow, & close quality events by

50%

Improve credit recovery by

20%

Close outstanding credit incidents within

36HRS

Easily Resolve Quality Issues

1 Capture

ArrowStream ensures store-level incidents are quickly & easily captured by store staff using our web-based data entry tool.

2 Collaborate

Our powerful Collaboration tools enable alignment with your suppliers & distributors through the incident resolution process, along with instant update alerts.

3 Resolve & Verify Credits

Recoup the cost of non-conforming products through closed-loop credit verification.

www.arrowstream.com