



Reliability Services

TURNING PRODUCT RELIABILITY INTO PROFITABILITY

Product reliability is commonly defined as consistent product quality produced over time. Designing a product for reliability is critical to its success in the marketplace, and directly impacts both customer loyalty and product profitability.

In the past several years, many companies have suffered from serious product issues – from smartphone battery safety problems to unsuccessful fitness tracker launches – ultimately resulting in product failures and significant corporate losses.

Whether you are a high-tech or medtech company, Product Realization Group (PRG) is dedicated to helping you successfully bring your product to market. We draw on our extensive background and hands-on expertise in hardware development and product commercialization to help you avoid key product challenges and improve reliability and efficiency throughout the product lifecycle.

Our team of hands-on experts will help you to:

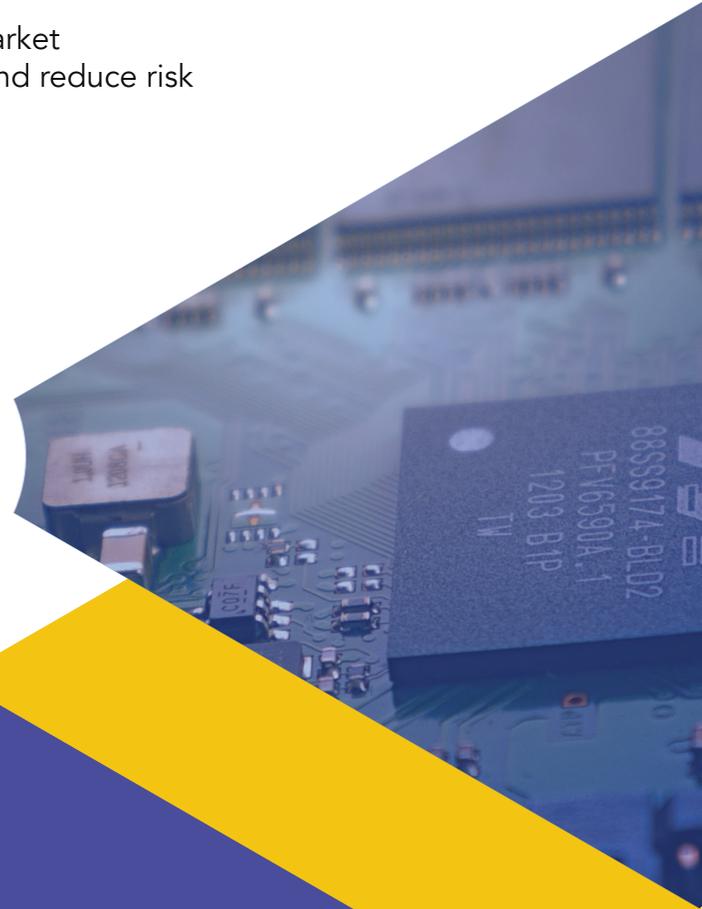
- Understand the current state of your product's reliability
- Assess current reliability design tradeoffs
- Define strategies for process design and manufacturing reliability migration

Our comprehensive reliability program includes:

- Developing reliability targets aligned with your market
- Designing your product to meet reliability goals and reduce risk
- Performing necessary reliability testing

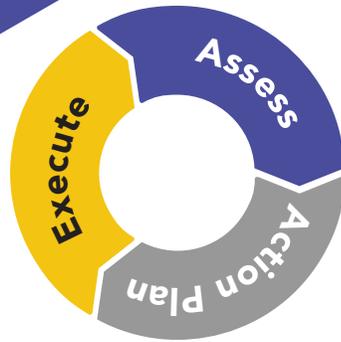
"PRG was key to the success of our product [delivering] a 5x reduction in product downtime, combined with greater profitability."

-- Sr. Director of Engineering, Tier 1 semiconductor equipment company



“PRG completed an analysis of our product’s design and helped to make improvements so that we could effectively transition from lab to volume manufacturing.”

— COO, Alternative energy company



HOW IT WORKS

PRG’s vetted three-step reliability process includes:

1. **Assess:** We conduct a reliability assessment of your product and development program to determine your product’s reliability strengths and weaknesses and your organization’s reliability maturity.
2. **Action Plan:** Our reliability action plan details the time and resources needed, as well as providing cost estimates, identifying areas of highest risk and how to close the gaps to achieve higher product reliability. The plan selects the reliability models, tools, and techniques best suited to achieving your business goals.
3. **Execute:** PRG can manage your entire reliability process, including:
 - Working with your teams to identify and align key reliability resources
 - Assessing your product’s current state (including reliability estimates)
 - Developing a reliability plan with objectives tailored to your product and market
 - Identifying areas of greatest risk (including FMEA analysis) and creating mitigation strategies
 - Recommending design changes to improve product reliability and meet objectives
 - Selecting the appropriate reliability test labs for your product (including HALT & HASS)
 - Managing test labs and interpreting results

KEY BENEFITS

By partnering with PRG you can improve product reliability and take advantage of:

- Fewer product failures
- Improved customer satisfaction
- Enhanced product reputation versus competitors
- Increased profitability through lower product return costs
- Greater ability to scale with customer needs