

Q-Pulse Case Study

Company: Logistics Insights Corporation

Industry Sector: Automotive

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Summary

Michigan-based Logistics Insights Corporation (LINC) design and manage both dedicated and integrated distribution systems. Shifting standards in the automotive industry accelerated LINC's efforts to achieve ISO 9001:2000 registration. LINC wished to achieve complete control over their QMS and improve communication throughout their facilities.

At LINC, Q-Pulse has enabled increased control of the QMS and improved the storage and retrieval of recorded issues as well as communications throughout their facilities. In addition, the implementation of Q-Pulse accelerated the ISO 9001:2000 registration process by at least 6 months at many of their facilities.

Background

Formed as a single-source contract logistics service, Michigan-based Logistics Insights Corporation (LINC) leverage their extensive experience in the automotive and related industries to provide distribution system solutions that enable companies to rapidly and efficiently move goods through the supply chain.

A subsidiary of CenTra Inc, LINC design and manage both dedicated and integrated distribution systems, optimising the receipt, storage and distribution of goods and the management of equipment and personnel by integrating global logistics information at each level of the supply chain.

The Challenge

Shifting standards in the automotive industry, driven by the demands of the Big 3 automakers – General Motors, Ford and DaimlerChrysler – accelerated LINC's efforts to achieve ISO 9001:2000 registration. Prior to Q-Pulse's implementation, LINC were operating a paper-based document management system that had become inefficient and resource-intensive. In order to increase the effectiveness of their QMS, management at LINC required to replace the existing paper-based system with an electronic quality management system (eQMS).

Following a presentation of the system by management and training consultancy LCT International, management at LINC agreed Q-Pulse to be their preferred choice for their Record Management Systems. Further evaluation showed the software to be a cost-effective, user-friendly eQMS to which they could easily migrate their documented procedures, Quality manuals and existing work instructions.

As LINC's Business Systems Manager, Mark Jacob comments, "We were immediately impressed with the product. We felt that Q-Pulse did a superb job of addressing all of the administrative controls that ISO requires and having our QMS in a paperless system was rather appealing to us as well.

"In addition, we found that setting up various 'properties' features in different modules provided staff with a far greater awareness of how the clauses in the Standard applied to our QMS. Therefore, Q-Pulse was also appealing in that it could be used as a training tool to ease the orientation process of our Quality Managers when launching new ISO projects throughout our organisation."

The Solution

At LINC, Q-Pulse's implementation has enabled the development of a comprehensive orientation program for new employees and, by facilitating the management of training records for existing employees, has reduced the occurrence of issues in departmental and individual re-training. In addition, increases in the effectiveness of communications within

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LINC have enabled management to implement programs throughout their facilities, improving employee training plans and cross-training initiatives.

Q-Pulse has also enabled the automation of the production process for work instructions, as well as the maintenance of a complete history of documents throughout the document lifecycle. By enabling the compilation of detailed graphs and reports, Q-Pulse has facilitated trend analysis and presentations, both externally at customer meetings and internally at management reviews.

In addition to offering easy storage and retrieval for non-conformance records, Q-Pulse has facilitated the follow-up and resolution of recorded issues. As a value-added service to customers, LINC are now able to monitor the performance of customer-specified suppliers by tracking supplier-related non-conformance records through Q-Pulse.

Conclusion

By enabling the restructuring of Quality Management documentation and access to effective reporting and analysis, Q-Pulse has allowed management at LINC to take increased ownership of their Quality Management system. The increased efficiency of Corrective and Preventive Actions has enabled management to address areas of concern effectively, improving customer confidence at several of LINC's facilities and enabling the securing of additional business as a result of improved control over processes and systems.

At many of their facilities, Q-Pulse's implementation has accelerated LINC's registration to ISO 9001:2000 by at least 6 months. Having successfully migrated their registered facilities to a single corporate certificate, LINC have identified additional facilities for inclusion in their corporate program. Throughout the expansion of this initiative, LINC will continue to implement Q-Pulse at each facility.

"Q-Pulse has provided our companies with organization, structure and record management that was previously an afterthought. There's no doubt that our quality programs, which are driven by Q-Pulse, have had a direct impact on our success while improving customer satisfaction throughout our industry and we continue to be pleased with Q-Pulse's capabilities and effectiveness."

Mark Jacob, Quality Systems Manager, Logistics Insights Corporation