

Automation of Processes In Quality Department

Case Study

Introduction

The client is a unique player in the field of electrical and electronics engineering. They have the capability to integrate diverse products, systems and services into turnkey solutions across the life-cycle of a project. Innovation is their strength.

In all areas of their operation, they provide the complete range of offerings. In the Energy sector, they expertise ranges from power plants to turbines and in the Industry sector; they build airports, as well as produce contactors. In Transportation, They deliver complete high-speed trains, right down to safety relays, whereas in Lighting, they illuminate large stadiums and also manufacture small light bulbs. In Healthcare, they have executed complete solutions for hospitals; they also provide “in- the canal” hearing aids. And, the thread that connects all their businesses is Information technology.

The client has a wide presence across the country, where their operations include 17 manufacturing plants and an extensive network of Sales and Service offices. They are also a part of a vast global network of 475,000 people, operating in over 190 countries, which serves to enhance our standing.

Project Objectives

In today’s highly competitive world industries are focusing on efficiency, flexibility and responsiveness of the business processes is essential to securing and maintaining market share. Our Client wanted to be customer focused and wanted to ensure that they operate on a low cost basis and cater to regulatory compliance as well as Quality procedures as per the Industry standards. But rising costs inside organizations make these objectives difficult to achieve. Our client was looking to have a system which can help them in achieving the complete automation of their quality control processes. Also they were looking to have a system in which they keep & maintain a centralized repository for enterprise wide information as well as knowledge with predefined user access rights over it with multiple level of security.

Quality standards have become a corporation-wide priority in today’s competitive Industry. The quality management is a complex ongoing imperative; there are many degrees of quality, which must be prioritised within the organization, from adherence to regulatory policies to the implementation of best practices.

For achieving the same goals & objectives of the client is to implement a robust Business Process Management System which can help them to automate the processes in their Quality department in their organization

About Pyramid IT Consulting

- *Since 1996*
- *Headquartered in Atlanta, US*
- *700+ Employees*
- *\$70+ Million Company*
- *Reached CMMI Level 4*
- *Maturity level*
- *15th Fastest Growing Private Company in Atlanta -2006*
- *The Pacesetter of the year 2005*
- *National Supplier of the year 2004*

Business Process Solutions

- *Healthcare*
- *Manufacturing*
- *Government*
- *Education*
- *Legal & Courts*
- *Telecom*
- *Exports & Imports*
- *Data based Processes in BPO’s*

Case Study

Challenges Faced

Files containing paper moves from one business user to the other, managing this huge amount of paper documents burns cash. Moreover, Paper files and are unprotected from disaster. Our Client has multiple information system which gives lot of Information take important decisions. This was not possible without information being organized, analyzed and contextualized properly as per the organization's rules & policies. Our client wanted to monitor employee productivity on day to day basis and the quality of work performed by its workforce for increasing the overall work quality. This was the biggest challenge for them because they were not able to track the employee productivity vis-à-vis quality of work.

Decentralization of Document, Knowledge & Information enhances the chances for non-collaborative work environment, which results the overall process failure. Sometime searching for a particular document from a bunch or record room takes lot of time and delays the complete process. Usually all the information in the organization managed manually, which leads to the unauthorized access to any critical guidelines, Process Procedures or SOPs. Defining the Different Security levels for different kind of Documents is next to Impossible. Setting up the role based access over such documents was next to impossible.

Pyramid's Solution

Pyramid has proposed its integrated solution package to automate the complete process & procedures in their quality department. We have proposed & implemented our Workflow Management System "**FineFlow**" seamlessly integrated with our Document Management System – "**FineDocs**". The solution stack helped the organization to create & centralized repository of the enterprise wide Information & Knowledge with predefined role based access for organization users. Our Business Process Management System – "**FineFlow**" has helped the organization to automates the complete processes in their quality department with rule based routing of information within the system along with load balancing & work queues capabilities to enhance the complete quality of process automation.

Pyramid has implemented the web based solution by which users can log in the system using any of the network nodes. Users were now benefited to have a single information system to access the documents & information just in few key strokes as per the rights & privileges assigned. With the help of Pyramid's solution client has automated their processes in Quality Department of the organization and enhanced the overall productivity of employees by using it's the robust features & functionalities.

Benefits

- *Improved Process Efficiency*
- *Ensured Optimum Resource Utilizations and Improved Productivity*
- *Process Standardization as per organizations rules*
- *Improved Process Control*
- *Centralized Knowledge Repository*
- *Enhanced Security*
- *Complete Tracking of ongoing processes*
- *Audit Trail Reports facilitated to map the process output.*
- *Meet service level agreements, regulatory stipulations and achieve intended outcomes dependably by unfailingly executing well-designed processes.*