



# Manufacturing and Quality Control

SolutionInfo

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## Keeping manufacturing documents under control and current - worldwide

With DocuWare, you speed up production and manufacturing while increasing your company's legal security. Quality Control profits from a transparent well-organised information management software. Our system safely stores everything to fulfil the documentation needs of today's Product Liability laws and retention schedules.

### Guidelines vs. progress

Product Liability laws and guidelines for the storage and long-term archiving of documents are becoming more and more stringent. At the same time, development and production cycles are speeding up - with "Time to Market" playing a key competitive role. Sustaining efficient and error-free production is therefore necessary to keep pace with progress. It might only take a single, simple mistake and you're looking at a loss of millions.



#### Benefits of DocuWare

- Critical to fulfilling guidelines and Product Liability laws.
- Clearly structured version and information management.
- Inter-departmental access to all documents, regardless of data source or location.
- Easy workflow processes using stamps.
- Speed up "Time to Market".

### From transparency comes innovation

Transparency is needed everywhere. Yet many production facilities are overwhelmed by the rapid increase in documentation management. Planning materials that have to be retained long-term as required by law, include every note or document involved in the process, such as letters, email, protocols, accounting records, drawings, CAD plans, photographs and more. Every day, documents are modified and new ones are added. It comes as no surprise that manufacturing documents can fill up folders, binders and even entire rooms. Production, Quality Control, and Accounting Departments must all be able to access individual documents for years to come, regardless of their format. Paper documents have a way of getting lost in a work area or remote location - caught up in the world of faxes, couriers or scan centres. Even if a company has done its best to store them in a network, employees often have trouble opening or using them, since the correct version of software may not be installed on their PC.

### Knowledge supports compliance

When chaos rules, contractual disagreements, patent and Product Liability cases are all but pre-programmed for loss. With document management it's different: using DocuWare, you've got a secure, clearly structured system in place for all of your manufacturing documents that can easily meet today and tomorrow's legal guidelines. Knowing that your manufacturing documentation is safe, means you can go back to concentrating on your primary business goals.

## From documents to value

DocuWare enables any size organisation – in any industry – to transform documents into valuable capital. Regardless of format or source, DocuWare automates business processes and workflows by electronically managing and sharing documents. Documents are readily available, where and when needed; one search quickly locates related documents.

## Manufacturing process in focus

A production detail is being questioned and the document that will clear things up is missing. The result? Quality Control has stopped! Work has come to a standstill! Now you are looking at a loss of revenue and your competitive edge suffers.

### Get a handle on production documents

DocuWare makes manufacturing and production processes more efficient. The system handles all of your documentation from multiple locations in one central document pool. Paper documents are scanned and administered together with other electronic documentation - contracts, protocols, email, drawings, CAD files or photographs...it doesn't matter, it's all in there. Authorised employees can easily access any of the documents needed in real-time from around the world. The programs used to generate the original files do not have to be installed on a computer in order to view them.

## Quality control in detail

Again, employees in the factory aren't sure if they have the current version of a technical drawing for a part they are working on. Too many CAD files are stored without their proper version number. The result: an expensive mistake that only Quality Control catches. If they catch it. If not, it might turn into a million rand mistake and the image of your company is tarnished.

## Quality control in focus

With the secure version management of DocuWare, Quality Control staff stay on top of things: a job status is immediately visible with the help of electronic signatures and stamps. The system demonstrates every change made on a document, records who modified it, and when. The use of the latest version by each and every employee is guaranteed. Production can continue on course: manufacturing costs sink and you're ahead in the "Time to Market" rally. Your competitive edge grows.

## Legal security in the spotlight

Your company is facing a lawsuit and you are now required to turn over all manufacturing data going back for decades regarding a certain product type - from hand-sketched notes to email correspondences. Strange how the most important document seems to be missing. The result: the legal security of your company is at risk. You will not be able to fulfil all of the Product Liability laws and guidelines and could face losing in court. This translates to significant cost to you and casts a shadow on your company's reputation.

## Legally sound with DocuWare

By providing tamper-free, long-term archiving, DocuWare is the key for meeting the document retention schedules and other details outlined in today's (and tomorrow's!) Product Liability laws. All of your documents are safely stored and nothing can be manipulated without detection. Your company increases its legal security and contractual risks are minimised.



### Overview: Benefits of DocuWare

- Data access regardless of file format and data source - seamless information flow.
- Captures all document changes and status changes - secure version management to minimise errors in manufacturing.
- Worldwide access, in real-time, to all data - easy to manage project teams.
- Seamless production processes - shortens "Time to Market" and increases competitiveness.
- Manufacturing documentation without gaps - limits risk (Product Liability laws).
- Tamper-free, long-term archiving of all documents - increased legal security.
- Reduces storage space by approximately 97%.

## Electronically filing production parameters

**Product Liability laws require that manufacturing documentation be retained for over 30 years. With DocuWare, production parameters as well as measured values can be automatically stored. The data is filed in a structured format that can be checked within seconds - for years to come.**

### Capturing measurements automatically

To protect your company from potential Product Liability claims, you need to make sure that all of your production parameters are captured and safely stored for several decades. This kind of data includes measurements from manufacturing plants, such as temperature curves and diagrams tracking atmospheric moisture/humidity. Sensors record these values automatically in pre-defined increments - daily, hourly or every 72 hours. A module, for example the Adam 6017 Analog Input Module, can convert the analog data to digital format which then converts it into a diagram stored as a .png graphic. In the past, an employee had to print, sort and file the diagrams into binders or they moved them into an electronic file folder and sorted them by manufacturing process and product group. Now DocuWare takes all of these measurements and automatically stores them with the help of pre-defined index criteria.

### Data Stored - without extra staff

Every new electronic report is stored automatically using a Meta Index File in a folder monitored by DocuWare. Using the DocuWare Module ACTIVE IMPORT, the document management program imports the index criteria straight from the Meta Index Files. Some common entries include date, time, control period as well as sensor type and number of the production facility. DocuWare then places the data in a pre-selected electronic file cabinet. Manufacturing/production parameters are archived in a simple, well-organised manner - no need to commit any staff to the task!



# Electronically filing production parameters continued...

Store dialog "Temperature" - MEASUREMENTS

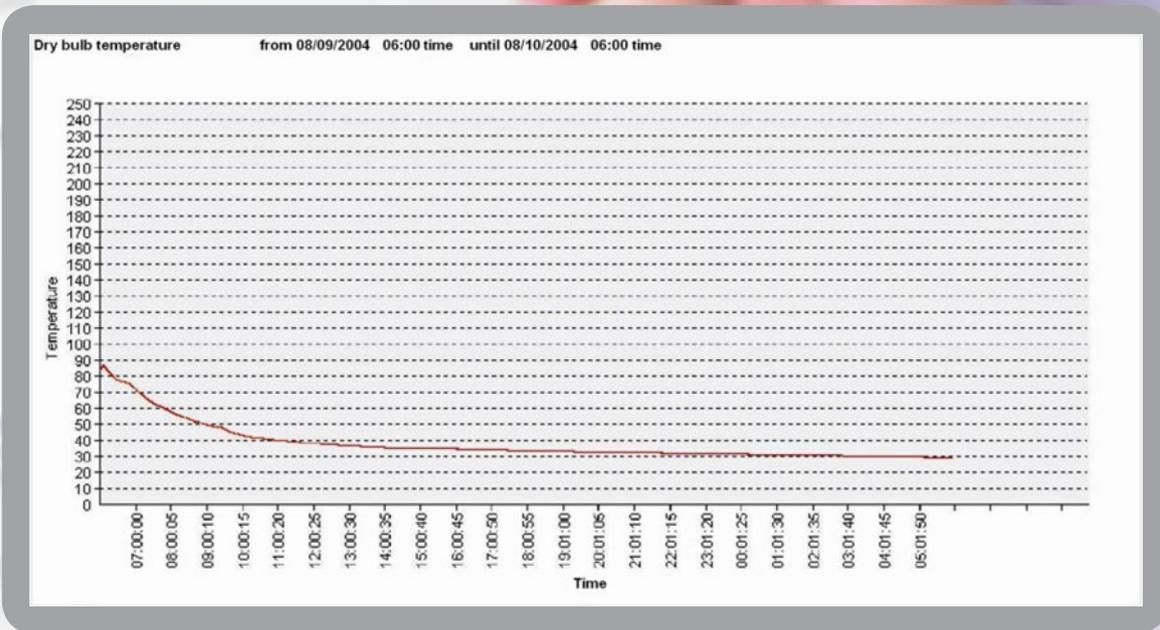
Fields

Keep entries       Protect access  
 Delete from basket       Copyright protection  
 Only pre-indexing  
 Increment automatically

Production line: Code\_5Bx221  
From: 08/09/2004  
Time 1: 6.00  
Until: 08/10/2004  
Time 2: 6.00  
Batch: 239999

Storage date: 08/10/2004      Storage time: 6.08AM

Reset      OK      Cancel      Help



DocuWare's store menu automatically imports relevant measurement information - such as date, control period and location - directly out of a diagram's Meta Index Files.

# Real world

**Georg Fischer DEKA GmbH is using DocuWare throughout its organisation. This company specialising in pipe systems is now able to comply with Product Liability laws while taking full advantage of document management to improve the way they communicate - both internally and with customers. Another bonus: they have recouped a big part of their warehouse once lost to a paper archive.**

In the past, DEKA GmbH would manually copy, staple and file its records. Every department and employee had a separate filing system. Documents would then be stored at the end of the year in a large central archive. Only a few, specially authorised employees had access. Searching for older records was extremely time-consuming and the exchange of documents between departments was problematic. Customer questions could rarely be answered immediately. And in order to meet product liability guidelines, some records are retained up to 50 years. A lot of space was being wasted to store all that paper.

Today, about 200 processes incorporating up to 600 pages of paper are electronically filed on a daily basis. The system organises all kinds of documents - measurements, handwritten notes, drawings, correspondence and more - in one central document pool accessible to all departments.

Users can retrieve documents with the click of a mouse. Even parameters from earlier productions can be viewed by employees in seconds. Customer questions are answered immediately and Quality Control has access to all the data they need, at any time.

DocuWare has therefore improved this pipe system specialist's long-term competitiveness.

## Requirements

- Central access to documents from Sales, Production, Quality Control and Warehouse.
- Processes streamlined.

## The Benefits

- Product Liability law compliance.
- Quick access to documents and production data.
- Reduced print volume.
- Space savings.

“ New legal regulations such as product liabilities, revised product strategies and the evergrowing inundation of paper that comes with it, resulted in the introduction of DocuWare. Thanks to less storage space and new work processes, the DMS investment paid for itself in less than two years. ”

Horst Imhof, Head of IT,  
Georg Fischer DEKA GmbH





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