



## Automotive Supply Manufacturer Fast Tracks Quality Management



**“How do you put a figure on the peace of mind that comes with knowing ... we can pass our ISO maintenance Audit?”**

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### **Company Profile**

Automotive Parts Manufacturer for  
Toyota and General Motors

- Approx. 400 employees

### **Industry**

Manufacturing - Automotive

### **Strategic Business Issue**

- ISO Certification at risk. Needed to address conformance concerns before the next audit

### **Challenges, Areas Addressed**

- Satisfy ISO auditor requirements to maintain ISO certification

### **Solution**

- Docova® Collaborative Document Manager
- IBM® Lotus® Notes® and Domino
- IBM System i server

### **Results & Benefits Summary**

- ISO certification maintained, without putting burden onto workers
- ISO auditor requests satisfied quickly
- Improved responsiveness
- Reduced operating expenses
- Decreased dependence on a 'paper trail'

In the Automotive Industry, mastering and maintaining an ISO certification is not a competitive advantage; it is a requirement. Without an ISO certification, automotive suppliers can't sell to the world's largest automotive manufacturers. No certification equals No business. Period.

When auditors indicated a non-compliance concern, this Automotive Supplier's precious ISO certification was at risk. The supplier had to respond and rectify the issue before the next audit, less than 6 months away. That's when they leveraged their existing Docova Document Manager investment, meeting and exceeding the auditors' Quality Management concerns well before the required deadline.

### **Converting the Paper and Closing the Gap ...**

During the ISO recertification audit, the auditors required proof that all processes and work instructions are understood and followed. Evidence of this is typically demonstrated via a Who-What-When strategy: What was done, when was it done and who did it.

In the past, this was a big challenge since many of the processes were paper-based – making it difficult to provide the proof the auditors required.

### **... Without Negatively Affecting Workers**

To close the audit gaps identified and maintain their ISO certification, the Automotive Supplier turned to their existing Docova Document Manager deployment. Docova already contained all the necessary integrated components required to address all of the auditor concerns: Audit tracking, policy management, programmable workflow, and security controls.

Employing Docova was the perfect choice because  
(1) Docova could be fully customized to suit the QMS requirements without any compromises, and

(2) Users were already familiar with the Docova User Experience. This familiarity with Docova meant the QMS application felt more like enabling new features rather than learning a new application. This resulted in next-to-no training required because Docova molded to the existing processes – instead of trying to drive users into something new.

By leveraging Docova, the supplier was able to satisfy the auditor's concerns in 3 key areas:

### 1. Non-conformance / Corrective Action Tracking

By moving the paper-based process into Docova, the time to complete the process was reduced from several days to a few hours, while providing the proof to auditors of “who-did-what-when”. Less work for workers. Auditors satisfied. Win-Win.

### 2. Training Matrix

One major ISO requirement is “Review”. In order to satisfy ISO requirements, training matrices had to be reviewed and updated every 90 days. With Docova's integrated review policy feature, process and document owners were automatically alerted to review their required items. If the review was not completed by a pre-determined date, Docova automatically escalated the review request to ensure completion before the 90 day requirement deadline.

### 3. Quality Alerts

Sometimes paper-heavy processes can't be fully converted, but still require the same level of tracking. In the case of Quality Alerts, shop floor workers had to be kept in the loop with any Quality Alerts or changes. Since these workers didn't have access to a computer, all alerts were posted at a designated area on the shop floor. By wrapping their current systems with Docova, the supplier automatically tracked the required 'Who-What-When' details pertaining to posting and removing the information from the shop floor, thus removing the requirement for the information worker to manually track this themselves. Again, this Docova solution quickly satisfied the auditor requirements to ensure conformance without introducing any extra workload onto the employees.

Leveraging Docova for a Quality Management System for this Automotive Supplier resulted in significant productivity gains related to daily work. Docova also improved response time for auditor requests, thus shortening the time to complete the audit and the number of man-hours involved.

“How do you put a figure on the peace of mind that comes with knowing our people have access to the right version of a work instruction every time - ensuring we can pass our maintenance ISO audit?” Daniel Omari, QA Manager

