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## THE IMPORTANCE OF QUALITY

Quality is a critical measure of success in manufacturing. Poor quality is an unacceptable expense. In *Five Steps to Improved Manufacturing Quality*, Jason Pratt [writes](#), “There is no better cost to eliminate than poor quality. Scrap material and lost labor hours add no value to the operation.”

Quality is also a key driver in motivating customer and consumer demand, critical to the success of any business. In the [article](#), *In the Race for Success, Quality is More Important than Productivity*, Dan Slater writes, “Customers don’t make purchasing decisions based on productivity; they make them based on perceived value and quality is intrinsic to that perception.”

When considering manufacturing improvement initiatives, there are few more beneficial than one focused on quality. There are both hard savings (eliminating scrap, rework and lost productivity) and soft savings (improved perceived value with customers). Every manufacturer, no matter the industry, will spend both time and resources on improving quality. Unfortunately for many, those time and resources are not well spent.

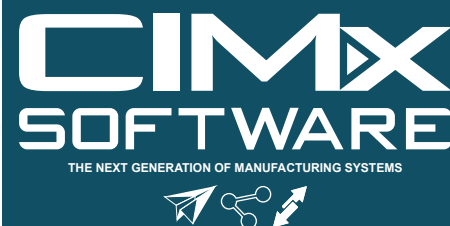


## A STRATEGY FOR QUALITY IMPROVEMENT

Quality has never been a single step or process. This is why Harold Dodge, one of the founders of the science of statistical quality control, once said, “You cannot inspect quality into the product.” Nor can you just fix problems and correct errors to increase quality (though it might seem that way in the short term).

A sustainable and successful quality program requires an integrated approach to every phase of the manufacturing value chain, because every phase has an impact on the quality of a finished product.

Quality initiatives focusing on a single aspect of the production process cannot address the underlying issues resulting in poor quality. Consider this – a program to collect quality data at the end of a production process may discover quality escapes, but won’t identify the root cause of the problem. The data collected isn’t the “right” data. QA (Quality Assurance) who discovered the problem can’t correct the error alone, and the revised work plan isn’t addressing the underlying issue.



**Quality Control** is the manufacturing advantage your business needs to stay ahead of waste, meet shipping deadlines and add value for your customers. Whether your organization operates on an MES platform or you have implemented a Smart Paperless Solution, you’ll receive:

REAL-TIME DATA COLLECTION

SINGLE SOURCE FOR ALL  
PRODUCTION DATA

SYSTEM FOR TRANSMITTING AND  
MANAGING PRODUCTION  
INFORMATION

PROCESS ENFORCEMENT

REPORTS AND DATA ANALYTICS

CREATE FEEDBACK &  
FEED-FORWARD LOOPS

COMPLETE PRODUCTION RECORDS

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# HOW YOU CAN IMPROVE QUALITY WITH PAPERLESS MANUFACTURING

## HOW TO UTILIZE MES AS A SOLUTION

Focusing on a single procedure rather than a solution integrated along the manufacturing value chain isn't sustainable. The manufacturer may not be collecting the right information, can't identify when, where, or why the quality escape occurred, and may be finding the problem too late for corrective action.

An MES or Paperless Manufacturing system provides the integrated system necessary for sustainable quality improvement. Real-time data collection, single source data control and process enforcement guarantee the job is done right the first time. Any errors (operator or otherwise) are identified, reported and corrected eliminating downtime and scrap costs.

## THE PAPERLESS MANUFACTURING SOLUTION

An MES or Paperless Manufacturing system creates an integrated system for managing the production process. It provides a single source for shop floor visibility and control, transmitting and managing information along the manufacturing value chain.

An effective MES allows you to design and re-design feedback and feed-forward loops to optimize production quality. It acts as a single source of manufacturing information, providing real-time information anywhere and anytime, as well as the shop floor control and process enforcement necessary to close the feedback loop. With an MES QC (Quality Control) manages production more efficiently with actionable information and the tools to have a positive impact on results.

This allows manufacturers to directly address the root cause of quality escapes with an applicable solution in real time using feedback and feed-forward loops, rather than reactively addressing problems.



## EMPOWER QUALITY INITIATIVES

An MES provides a solid foundation not only for shop floor production and manufacturing, but also improves quality sustainably and reliably. Robust data collection allows manufacturers to capture the data they need for quality improvement, while KPIs (Key Performance Indicators) and analytics uses complete production records to identify the true source of the error. Finally, process enforcement, automated systems and real-time access to data enable the feedback and feed-forward loops to empower quality improvement.

No other software system can match an MES in managing quality improvement and control. An MES gives users the comprehensive, integrated tools necessary for working in every phase of the manufacturing value chain, ensuring the root cause of problems are targeted and solved.



**Don't Allow Your Shop Floor to be Slowed Down by Quality Escapes**

## NEXT STEPS

Now that you have a better idea of how an MES can benefit quality in manufacturing, it's time to discover how it can benefit you specifically. CIMx offers a shop floor analysis, during which you work with an application engineer to:



Identify problems  
holding back  
operations



Determine potential  
options



Review how  
production can be  
improved

When complete, the report outlines key benefits of the software for your operation, as well as next steps for initiating an improvement project. Contact CIMx today for your shop floor analysis.