



PROCESS DRIVEN SOLUTIONS

CASE STUDY

Company Expects Reduced Risk, Returns with i-Sight Quality and Correction Action Software

“Our overall goal is to take care of the customer in a timely manner. If we react quickly to customer issues, we will get repeat business. Information we receive from the customer can help us improve the reliability of our product designs to benefit everyone.”

— Bryan VanDeVyvere
Quality & Process Improvement Manager, Civacon

Better Data – Weeks Sooner – Means Faster Corrective Action at Civacon

Customer name: Civacon

- Challenge:**
- Civacon stored complaints, return merchandise authorizations and correction action items in three different places.
 - The company spent hours each month assembling reports on complaints, RMAs and correction actions.
 - Reporting only on a monthly basis did not support swift corrective action.

- Solution:**
- i-Sight Quality and Correction Action Software merges customer issues, RMAs and corrective action items in one place for integrated reporting.
 - The customizable software aligns with the company’s workflows, approval processes and notifications.
 - Multiple departments across locations can enter issues in the web-based software.

- Results:**
- Civacon can run reports every week in a matter of a few clicks.
 - The company has actionable information more often, enabling faster corrective action.
 - Improvements will reduce overall complaints, costly returns and risk.

THE CHALLENGE



When we refill our gas tanks or make a trip to the drugstore, we rarely think about where products come from or how they got there safely. But much of what we use and consume on a daily basis has gone through many steps and precautions along the way.

Around the globe, Civacon’s vents, valves and other equipment help safeguard against petroleum, liquid and chemical spills, and get dry bulk commodities to their destinations. Civacon is the world’s leading provider of cargo tank components and systems designed for the safe, profitable handling and transporting of hazardous bulk products.

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At Civacon, customer feedback and returned merchandise drive product quality and process improvements. The company keeps detailed records of any product problems or process errors to identify root causes and take corrective action.

Previously, the company logged issues in Excel spreadsheets and in its enterprise resource planning (ERP) software. Complaints went into one place and return merchandise authorizations (RMAs) into another, making reporting a manual, hours-long process.

"We wanted to combine complaints and RMAs into one program to be able to report on issues by type and get usable information to make needed improvements," said Bryan VanDeVyvere, Quality & Process Improvement Manager at Civacon.

THE SOLUTION

VanDeVyvere's team evaluated solutions, including the quality assurance module of the company's ERP system and i-Sight Quality and Correction Action Software from Customer Expressions. Where the former lacked desired functionality, i-Sight would enable Civacon to merge quality and corrective action in one, web-based application.

"Pulling our three processes together – complaints, RMAs and correction action – will save a lot of time," VanDeVyvere said. "We don't have to maintain three different areas of data in three different places."

Ease of reporting alone sold VanDeVyvere's team on i-Sight. "Reporting was one of the biggest deciding factors for i-Sight," he said. "It will be easy to tailor nice reports to everyone's needs depending on the department, without having to trouble IT people."

Civacon will implement i-Sight at its Kansas City location, and at Midland (sister company) in Chicago. Working closely with professionals from Customer Expressions, they are configuring the software to integrate the company's workflows, approval processes and notifications.

About a dozen employees will have full i-Sight access, while departments such as sales, quality, manufacturing, engineering, materials and outside account managers can enter issues directly regarding complaints and RMAs. With the software, all issues follow a specific pathway after entry, ensuring Civacon responds to them in a consistent, timely manner.

"We have had to rely on one person to filter through and assign issues," VanDeVyvere said. "Now i-Sight will automatically assign them to the correct person, giving us a more streamlined flow."

Whereas VanDeVyvere pulled together reports on a monthly basis before, the ease of reporting with i-Sight makes more frequent analysis possible.

With custom reports already set up in the software, running them weekly will be a matter of a few clicks. Additionally, they will be emailed automatically to specific managers.

In the future, Civacon plans to add a public web form to enable customers to enter their own issues online.

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THE RESULTS

The ease of reporting with i-Sight will put actionable information into the hands of Civacon's teams more often. In turn, they can identify trends and take corrective action, thereby decreasing complaints, costly returns and risk.

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