

IQS

ENTERPRISE QUALITY MANAGEMENT SOFTWARE



PARKER HANNIFIN

CUSTOMER CASE STUDY

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IQS AND PARKER HANNIFIN



PARKER HANNIFIN is a worldwide leader in motion control components and systems for industrial, automotive, and aerospace applications. Established in the 1920's by Arthur L. Parker, the company has grown to include approximately 40,000 employees and 216 plants around the world. Through design, market, and manufacture of quality motion control systems, Parker Hannifin provides its customers with the broadest line of products available, spanning hydraulic, pneumatic, and electromechanical technologies. The company focuses on maintaining a strong work ethic and superior customer service to achieve profitable growth and invests heavily in people, technology and systems to remain a market leader.

The Cylinder Division of Parker Hannifin has been a loyal and successful user of the IQS system since 1993.

THE CHALLENGE:

When the Hydraulic and Pneumatic Cylinder Division of Parker Hannifin tried to accommodate the ISO 9000 standard, it initially used a paper system that consisted of 50–60 manuals containing various work instructions and procedures. In 1991, the division began searching for a comprehensive quality solution. "What led us to a quality system was the administrative expense and the time it took to keep a manual system operational," explains Todd Rhoades, former Plant Manager for the Ashley, Indiana facility.

When the division of 10 facilities began the search for a quality system, it was especially looking for a solution that could manage gauge calibration for their more than 50,000 gauges. **IQS DEVICE** was the first module Parker Hannifin implemented in 1993 after it selected the IQS application. After implementation,

the benefits of the system became obvious.

"In 1994, we achieved ISO certification and started analyzing all the nonconformances we were being issued," says Rhoades. "We found we weren't taking any nonconformances in the calibration area. When we examined why we weren't receiving any nonconformances in calibration, as compared to what was happening with the rest of our system, we discovered the reason was IQS."

Soon after this discovery, the division began implementing additional modules at its Ashley, Indiana plant until all functions with the IQS application were live.



Parker Hannifin has established consistency and control throughout the division shown through their divisional certification to ISO 9001.

Doug Jones, the Quality Assurance Manager for the Ashley plant, explains the significance of plant-wide implementation.

"At the Ashley plant where we use the entire IQS system, we see major benefits in analysis capabilities & in cross-referencing between different areas that were previously isolated. We wanted the same benefits on a divisional level. We wanted better capability to evaluate the entire business and to implement best practices through out every facility. Today,

we can look at divisional activity, view nonconformances at every plant, find the root causes, and develop permanent fixes.”

THE IQS SOFTWARE SOLUTION:

The Cylinder Division finds the biggest benefit of the IQS system to be the ease of maintaining the ISO requirements. All its data, which was difficult to manage with the manual system, is now retrievable, sortable and reportable.

“In the beginning, we were trying to cut our administrative expenses and didn’t want ISO to be such a burden,” explains Rhoades. “Before IQS, prior to an audit we might spend two weeks prepping. But now, after IQS, there really is no preparation – we’re always in a constant state of readiness. When we were first certified, we performed a lot of activity to satisfy the standard, but only a portion of the ISO standard really fit our business plans and objectives. Using IQS as one of our strategic business systems, we found we were really able to start using all the ISO standards as a way of life, a way of doing business. It became part of our business structure. So now, ISO 9000 isn’t something we support because we have a certification on the wall, it is just the way we do business.”

Parker Hannifin saw the benefits of a scalable and integrated IQS solution. By starting with the calibration management system and seeing immediate success, they were able to build on that success with additional functionality offered by the complete IQS application. They continued to see a decrease in costs associated with audits and their preparation. Documentation was up-to-date and systems were being followed consistently. Parker Hannifin estimated savings per module was between \$8-15K per year over previous administrative costs. Plus, as there was natural employee attrition within specific departments, the IQS software made it manageable for existing employees to maintain their quality systems without hiring replacements or adding more work hours or stress. By integrating the IQS training and skills functionality with the HR system, they

have also reduced inconsistencies, data entry errors and missed communication.

In addition to reducing costs and administrative complexities, the IQS system helped Parker Hannifin employees streamline their processes and create a paperless work environment. Tracking activities online creates an electronic trail that improves communication and ensures problems do not reoccur.



“We’ve been able to use quality as a weapon. For example, when a vendor brings up higher pricing, we talk quality and essentially we never forget a thing. The data is always there, instantaneously available at our fingertips to support our position. It cuts through the rhetoric of arguing with a salesman. When you have that kind of power, negotiations are pretty short and sweet,” said Rhoades.

IQS has helped the Cylinder Division of Parker Hannifin improve processes and quality. The Ashley facility is certified to ISO 14001 and maintains a completely paperless quality and environmental management system. Jones further commented that he has enjoyed working with the IQS services and support teams throughout his more than 20 years as an IQS user. “The product is stable and does what we need it to do including calibration management, customer complaints, document control and so much more. The staff at IQS has been supportive and extremely responsive. It’s unusual to get such attention from vendors – it’s been a real pleasure working with IQS.”

Rhoades, Jones and other knowledgeable employees at Parker Hannifin have taken what they learned from the Ashley facility to make division-wide improvements. Their goal was to create paperless environments at every plant and meet ISO 9001, ISO 9002 and in some cases ISO 14001 certification. By using IQS and adopting leaner, more successful business practices, Parker Hannifin is prepared to consistently exceed customer expectations with quality, on-time products.

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