Conquering the Oceans…

Since the manufacturer's earliest days more than 160 years ago when its founder, Ulysse Nardin, began making marine chronometers from a mountainous location in Neuchâtel, Switzerland.

Among the most reliable and accurate ever made, Ulysse Nardin's marine chronometers are still sought by collectors around the world, and have seen service with the navies of some 50 countries.

The Ulysse Nardin collection is in the proud tradition of quality and mechanical innovation. Its consistent excellence had also been recognized by the award of 18 international gold medals and 4,300 first prizes in chronometric excellence.

Ulysse Nardin runs BPA QUALITY since 2008.

Project Goals

The main project goal was to install a software application in order to:

- improve non conformance treatment and their related corrective follow-up actions
- provide dynamic metrics and KPIs to better pilot quality and reactivity meetings
- develop interactivity and reactivity to better track actions

"ULYSSE NARDIN SA has chosen BPA Quality for its flexibility, easy integration of additional modules and a better Performance-Price ratio. BPA QUALITY was quickly customized to meet our needs"

Installed Solution

The "issue detail" page gives a very good overview of all linked actions with responsible people, due dates, and attachments (like issue pictures and reports). Dynamic links between items allow users navigating easily within the application.

Issues get an automatic ID number to simplify searching capabilities and facilitate internal communication.
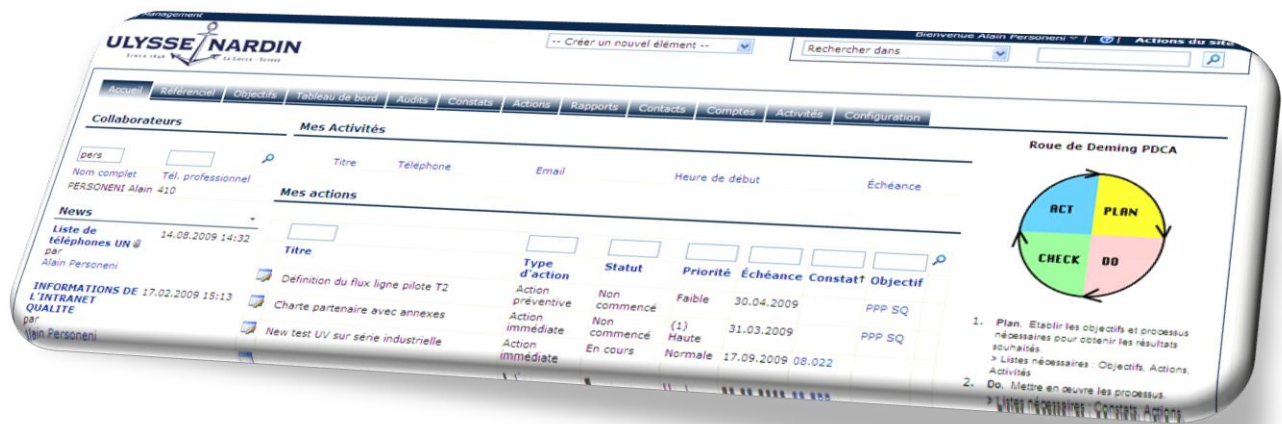
The cross-list report "Issues-Actions" gives us an instant view of all pending issues with their related actions. This helps us in the daily business to better coordinate our work.

"BPA QUALITY helped us reducing by 50% the time needed to track non conformances and their related actions. The previous time-consuming work to prepare quality meeting is now over"

About the Project

Together with BPA Solutions we first established a specifications document that listed all our needs. We noticed that BPA had a very good understanding of its application and the SharePoint technology but also a deep knowledge about Quality Management. BPA helped us to quickly customize the solution to our needs.

"After just a few days of training we are now fully independent to further customize BPA QUALITY for the next steps"

Next Steps

Next steps regarding BPA QUALITY are:

- Managing real time metrics and KPIs based on our issues and their related actions. This will enable us leveraging our quality improvement process.
- Implementing a quality document management system to better track document modifications and distribution.
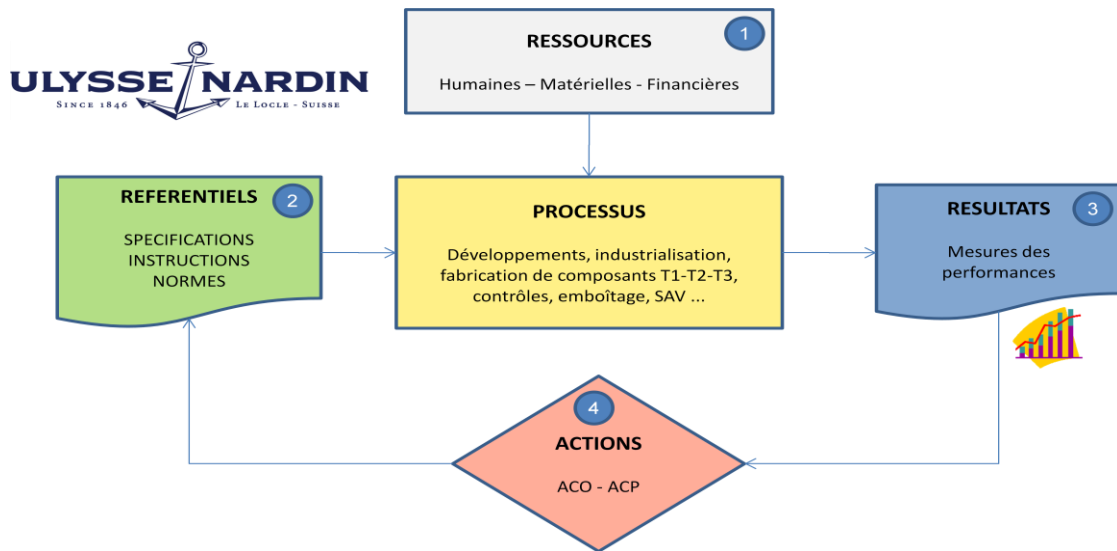
Conclusion

Until now we have tracked more than 240 issues in BPA QUALITY.

Without BPA QUALITY it wouldn't have been possible to be as efficient in managing corrective and preventive actions.

http://www.ulysse-nardin.com