SUCCESS STORY

rh Rolf Hänggi

INDUSTRY
→ **Manufacturing**

PRODUCTS/SOLUTIONS
→ **BPA Quality & Risk Management**
→ **Microsoft SharePoint**

THEMES
→ **Risk and FMEA**
→ **Process Management**
→ **Document Management**
→ **Equipment Management**
→ **Non-conformance Management**
→ **Employee Skill & Evaluation Management**

SUMMARY

Rolf Hänggi is a Swiss company developing and manufacturing high precision micro stamped and formed parts mainly for the consumer electronics, semiconductor and Watch Industry. Their high quality products are based on a unique and innovative tooling technology as well as a highly automated piece part production.

Among 4 other software, Rolf Hänggi has selected BPA Quality on SharePoint to move away from their classical, rigid and not-used paper-based quality management system.

CHALLENGE

The idea to introduce a digital quality software came from the General Management that wanted to save costs and improve client satisfaction. The Management team wanted to improve the daily business with a modern, dynamic solution used by employees every day.

BPA software was chosen "by distance" because of the "greater depth" in the way to manage and display relationships between topics. This flexibility to display contextual information in an elegant interface was not possible with other software. In addition, SharePoint brought the needed features to easily configure anything they wanted.

STRATEGY

The project priority was to graphically map internal processes with the responsible collaborators and the process-related compliance documents. Internal and external stakeholders (customers, suppliers), machinery, and maintenance data has been imported in the software.

On the strategical level, Rolf Hänggi has implemented SWOT analysis, risk and KPI modules.

"BPA's logic works the way we work. Having used the software for few weeks, it became clear to us what we wanted to achieve with it. After 3 days of inhouse and online sessions, we were autonomous to extend the solution by adding custom-made modules for employee evaluation and Failure Mode and Effect Analysis (FMEA)."

BPA Solutions SA (Switzerland)
BPA Solutions USA LLC (Seattle, WA)
http://BPA.Solutions

RESULTS

Before implementing the software, when a customer complaint was registered, a customer-specific response using Word, Excel and emails was made using 5-10 different, not-related documents to manage complaints. With BPA, there is a structured process now that is accessible to anyone. The time to manage customer complaints was reduced by 50%.

"We have introduced an "incident catalogue" to track internal nonconformities with pictures, risk priority numbers, root causes and how to avoid these incidents. The system contributes to develop knowledge in the company, prevent incidents and reduce non-quality costs."

"We have built a custom-made module to track the needed employee skills to fulfill positions, employee interviews, evaluation and satisfaction surveys. The dashboard let us know when a position needs additional skilled employees or when employees need training."

"We received very positive feedback on our QM system from customers and suppliers as well as from auditors."

"BPA will make it easier for our organization to reach new quality standards for the industry sectors we are targeting. In the future, when we will face any heavy and complex process, we know we will be able to do it better with BPA."

⊘ WIN RESULTS

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■ Microsoft
SharePoint
Business Applications
Partner Program
Charter Member

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Preferred
SharePoint
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