



Case study: Korry Electronics

SIMCO CERDAAC helps Korry plan calibration and repair services to minimize production downtime and meet regulatory requirements.

Overview

Korry Electronics Co. has been a trusted name in human-machine interface (HMI) solutions for 75 years, when the company created the first lighted cockpit controls for the developing military and commercial aircraft industry. Korry continues this tradition as it develops the crew station of the future, providing state-of-the-art switches, cockpit controls, night-vision filters, and high-performance Korry Display Modules (KDMs).

Korry's manufacturing production line includes thousands of pieces of equipment, regulated by several different industry quality standards including AS 9100, ISO 9001, ANSI/NCSLI: Z540-1 and/or Z540-3, and ISO/IEC 17025 (current revision). To help keep its equipment properly calibrated and maintained in compliance with both customer and industry standards, Korry uses a combination of SIMCO's calibration and repair services, and SIMCO's CERDAAC software.

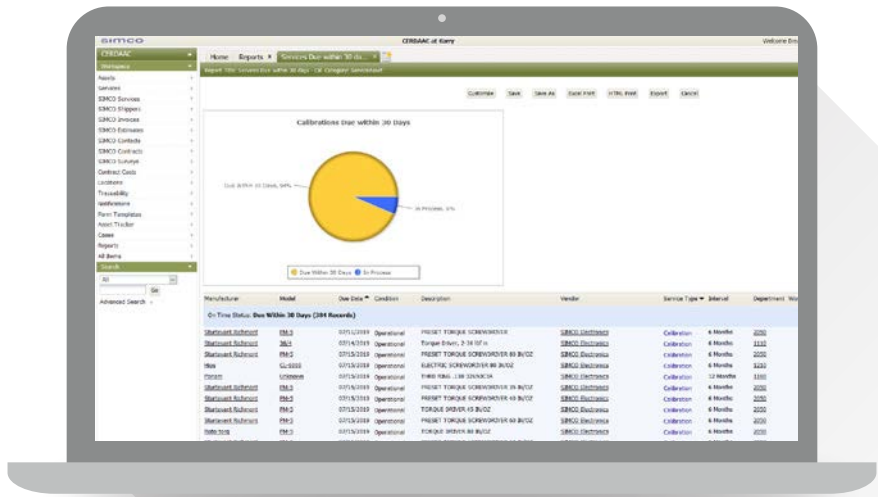
The company implemented CERDAAC in 2010 to automate processes that were previously managed using a combination of spreadsheets and handwritten records. According to Shannon Younger, Director of Quality and Compliance at Korry, tracking these processes using only manual processes is often error-prone, resulting in tools that can easily slip past due on maintenance.

“Tracking and scheduling calibration and maintenance on all these different tools is a huge job.”

He adds that, in his experience, attempts to automate using other tools have not worked well. “At prior companies, they would say that they wanted to automate these processes, but finding a system that fit our needs was difficult, and they would usually revert back to using a spreadsheet. Or, they would try to use their ERP system to do the job, which clearly didn’t work.”

Since implementing CERDAAC in 2010, Korry now has 137 users managing over six thousand equipment assets. Lisa Reid, Senior Quality Engineering Aid and Calibration Administrator at Korry, schedules and manages the group’s calibration, preventive maintenance and repair processes.

“CERDAAC gives us efficient tool tracking with complete global visibility into which tools need servicing, and when they are due,” says Reid.



Workspace Dashboard in CERDAAC

CERDAAC is cloud-based software, which means there is no special hardware required to run the system. Users simply log on using a web browser to access the system. Because its pricing is based on the number of assets managed and not the number of users, Korry can give the entire company visibility into the system.

“With CERDAAC, the whole company can go in and see the status of any asset, and get the information they need. There’s nothing hiding under the carpet. There are no surprises, because we’re not relying on that one person to hit a button on a spreadsheet.”

When it comes to manufacturing production, every minute of downtime can be extremely costly, so minimizing interruptions is key. Using CERDAAC to predict when parts are due for calibration saves the company both time and money. “When a piece of equipment misses calibration and you’ve got a production line that’s counting on it, the spotlight gets very bright and the issue becomes very focused very quickly,” explains Younger. “You don’t want to be on the receiving end of that issue.”

Reid also uses CERDAAC to track maintenance and calibration cases. “The reporting in CERDAAC is awesome,” she says.

“If, for example, an out of tolerance case goes late, we know exactly when it went late and during which step of the process.”

As a manufacturer, Korry’s equipment is audited both by government regulators and by its customers. That means the company often undergoes multiple audits every month. Reid uses SIMCO’s CERDAAC software to notify the supervisors and managers responsible for those tools that calibration is coming due and to plan ahead to stop it from going past due.

“They can run a report each month of what is expected for the onsite visit, so they are always well prepared. With CERDAAC, there are no surprises,” says Reid.

“I can trust that all of the certificates in CERDAAC can pass an audit. The labeling is correct, the date a part was calibrated and the date due are all correct. We usually shine like stars through an audit as long as it’s a tool that is calibrated by SIMCO.”

During an audit, Reid also uses CERDAAC to answer customer and regulatory questions. “We always go straight to CERDAAC and I’m able to pull up the answers to their questions and objective evidence,” says Reid. “It’s all right there and easily accessible. With CERDAAC, I am able to do my job very efficiently.”



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Summary

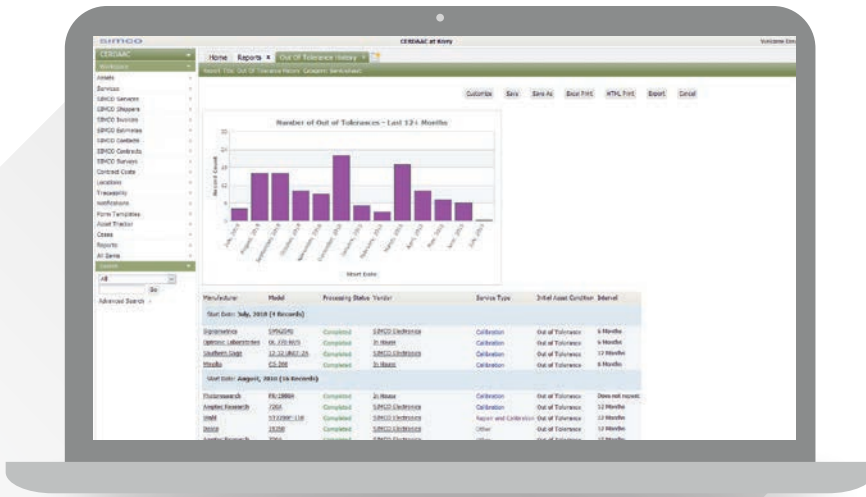
Uses both SIMCO calibration services and software

137
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No limit on # of users gives global visibility into the system

Using CERDAAC to predict when parts are due for calibration saves the company both time and money



Workspace Dashboard in CERDAAC

In addition to using SIMCO's CERDAAC software, Korry uses the company's managed services for calibration and repair of its equipment. These services are performed either in SIMCO's own labs or on-site at Korry's facility. In both cases, Korry is able to schedule services to minimize the impact to the company's production line. "We know what's coming due and we can get prepared for it, and the SIMCO

technicians can also see it and know what standards to bring, so our onsite visits go very smoothly," says Reid.

"CERDAAC is a huge improvement over other approaches," agrees Younger. "The impact of an on-site visit to our productivity is minimal because we use SIMCO's CERDAAC software to schedule these services in advance. With CERDAAC, we can keep our line moving and still meet our goals. There's no big interruption. With CERDAAC, it's seamless."



For more information on how CERDAAC Cloud can help automate and streamline your maintenance program, please contact us.



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