



Goal:

To improve overall product quality and government compliance while conforming to support mission-critical processes with an integrated Quality Management software solution.

Challenge:

Extract valuable data and necessary functionality from obsolete system. Solution had to conform to established operating procedures. Automate paper-based government forms to electronic format.

Solution:

Cincom's Quality Management Suite to accompany Cincom's Manufacturing Business Solution already in place.

Key Results:

Overall product quality improved due to:

- Fifty percent reduction in turnaround time for approval of nonconformance and corrective action.
- Reduction in time and resources by eliminating the need to compare information from two different systems.
- New and improved quality processes supported by Cincom's Quality Management solution.
- Instant ability to create custom reports for quality department.
- Improved compliance with government and customer documentation requirements.

Profile in Success: **Cubic Defense Systems**

Cincom Helps Cubic Defense Systems Take Control of Quality Management

Q&A with Cubic Defense Systems



Situation:

Cubic Defense Systems provides instrumented training systems for military forces, avionics, data links, aerospace systems and product logistic support. They also provide battle command training, field service operations and maintenance, and radio communication systems for air traffic control and maritime industries.

Since 1986, Cincom has been providing Manufacturing Business Solutions to Cubic Defense Systems, most recently providing them with a Quality Management solution powered by Smart Sove.

Lorrie Wise, Quality Engineering Supervisor at Cubic Defense Systems (CDS), had a lot to say about how Cincom Systems brought CDS a powerful portfolio of business-critical solutions.

What were the business issues that prompted you to inquire about a Quality Management solution?

"As a quality engineering supervisor, I am responsible for overall product quality. I need a solution that will provide visibility and standardized reporting that is accurate and well documented. Cincom's fully integrated Quality Management solution enhances our compliance to the requirements of ISO 9001."

Cubic Defense Systems had been using a homegrown system to track their nonconforming materials and document corrective action. While it served CDS well, it was not designed to be integrated with their ERP system. This resulted in data inaccuracies and documentation problems, and created the need for additional product maintenance and administration.

What made you look to Cincom for your Quality Management solution?

"We realized that new software was going to be required, and were impressed with Cincom's Quality Management solution and its benefits to improve our in-house capability. Cubic Defense has been a Cincom user for more than 15 years."

How satisfied are you with the Quality Management solution?

"After the initial setup and learning curve, we were able to quickly apply the basics of the Quality Management system. We have been using Quality Management for 24 months now and are very satisfied with the software, technical support and customer service. I especially like the Supplier Inspection application. Incoming data received from purchase orders is now easily exported from Cincom's Manufacturing Business Solution CONTROL™ to the Quality Management System for receipt, inspection, discovery of nonconformance and corrective action."

What other processes has the Cincom solution helped you improve?

"The online documentation capability is organized and intuitive, enabling government representatives to review nonconformance data and corrective action data from their own PCs. The turnaround time for approval of nonconformances and corrective actions has been greatly reduced. Formal meetings are no longer needed since all the information is now online for view from anywhere in the facility. This has resulted in great time and labor savings for us.

"We are also working on implementing systems to manage failures in the field, as well as methods to track parts or equipment that will allow us to review top-level assemblies and the component parts that make up those assemblies."

How would you evaluate Cincom's Support services?

"The response time is very good and the staff is knowledgeable. Nine out of 10 times I can get the issue resolved right away. Problems that cannot be solved quickly are reported to the R&D department where a team reviews them in detail."

Would you recommend Cincom's Manufacturing Business Solutions to other manufacturers of complex products?

"Yes. Depending on the size of the organization and type of business, Cincom has a solution to fit most any manufacturer's needs."

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