

Case Study: Implementation Phase

Synergies through project & quality management from a single source



Problem

In a new project type, part of the task consisted of the process approvals of the individual joints according to customer specifications. As a result of the process analysis we carried out, it was revealed that the customer's QA department at the final plant (outside the EU) must perform a coordination task for the determination of the further torques at the development plant (location Germany).

The contact persons at the final plant were not aware of this fact at the time, as this decision had been made in the course of a newly implemented company-wide restructuring.

Solution

Since the planning of the tightening points on the new vehicle that we carried out formed the basis of the quality data, and we were well networked in the development plant due to the planning phase that had already lasted approx. 1.5 years, Atlas Copco was able to take over the required coordination function for the QA department and thus act as a link between the planning department and quality management. The main tasks here were provision and preparation of the boltcase data for the determination of the continued torque, filling and maintenance of the corresponding customer systems and databases, control of communication between all involved areas and the final plant, and coordination of regular meetings for project monitoring.

MAXIMUM EFFICIENCY THROUGH SYNERGY EFFECTS IN TIGHTENING TECHNIQUE PLANNING AND PROJECT COORDINATION

Added value for the customer

Since the customer had only one contact person for tightening technique topics in this new project type who was able to provide information for all areas, we were able to ensure a temporary increase in personnel by our tightening technique specialists through the additional coordination function we handled in the project (in addition to tightening technique planning). Among other things, this made it possible to ensure a seamless flow of information to the QA department in the event of changes in the planning process or adjustments to development specifications (e.g. changes...). This also prevented any misunderstandings arising from the different languages of the respective plants or employees. Due to Atlas Copco's global service organization, it was also possible to reduce required business trips and associated travel costs to a minimum.



SAVINGS IN TRAVEL COSTS
FOR INTERNATIONAL BUSINESS TRIPS
OF APPROX. € 15,000



SHORT RESPONSE TIMES
FOR CHANGES AND THUS AVOIDANCE
OF ADDITIONAL WORK



EFFICIENT PROJECT MANAGEMENT
BY USING THE NETWORK ESTABLISHED
DURING THE PLANNING PHASE



SYNERGIES THROUGH INSIGHTS
ON PLANNING AND DATA PREPARATION
IN THE CUSTOMER SYSTEM FOR THE
QA DEPARTMENT

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