

# Air Liquide Streamlines Audits, Nonconformances and Customer Complaints with Intellex

We chose Intellex because we believe software should adapt to the company, rather than the company adapting to the software.



**Gary Smith**  
Director of Quality Management  
Air Liquide

## Challenge

- Needed to implement a new quality management system to replace internally developed software.
- Wanted a quality management system that would support and maintain ISO 9001 certification.
- Required a system that could support the organization's internally developed Industrial Management System (IMS) initiatives.
- Needed a system that could be customized to meet the nature and specificity of the business.
- Wanted a system that would enable employees to take ownership over their work, allowing them to view feedback and follow up of various business processes (e.g. tracking customer complaint and resolution processes).

## Solution

- Implemented Intellex's Quality Management System.
- Special focus on Quality Nonconformance and Audits module.
- Wide-scale implementation, with approximately 1,500 users accessing the system.
- Excellent technical support and training facilitated effective and efficient deployment and usage of the system.
- Employees are able to enter, track and monitor processes such as customer complaint files and nonconformances, giving them the ability to follow through on their commitment to the customer.

## Results

- Successfully replaced internally developed quality management software with a system that can support the ongoing needs of the organization.
- Ability to maintain ISO 9001 certification and pass all related audits.
- Achieved desired compliance with the internally developed Industrial Management System.
- Air Liquide and Intellex worked closely to customize their quality nonconformance module to meet the specific needs of the organization.
- Confident in Intellex's ability to meet the organization's customization requirements in the future, including their safety and environmental management needs.

Learn about how Intellex solutions  
can help your organization

A person is shown from the side, sitting at a desk. They are using a laptop that displays the Intellex software interface, which includes various charts and data tables. In their right hand, they are holding a smartphone that also displays the same software interface. The background is a blurred office setting.  
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