

# How Intellex Drives Continuous Quality Improvement and Operational Excellence

Who do you turn to for management solutions software when you are a North American company that initially entered the market as a sign company, evolved to creating displays of all kinds and has now scaled up to helping its roster of famous and soon-to-be-famous clients create meaningful customer experiences? In order to ensure they can provide this support by focusing on continuous EHSQ improvement with processes that are simple, connected, accurate and quick, the customer turned to Intellex Technologies. They have partnered with Intellex to focus on quality as the first step in a digital transformation project that will eventually encompass the entirety of their rigorous approach to EHSQ and operational excellence.

For this company, quality management requires the methods and tools that work best to meet their continuous improvement goals. “We had paper-based processes that were very labor intensive. There were two people managing the entire process. Now that’s been optimized into a digital platform that provides more engagement for the entire team, as well as more real-time KPIs,” says the Quality and EHS manager. “We didn’t have a program like this before, so this has changed everything for us. We have real-time reporting and data capture instead of paper records, so we’re seeing lots of improvement.”



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## Creating Amazing Customer Experiences Around the World

The customer supports retail clients ranging from small organizations to multinational firms. With approximately 200 employees in one location, they have a complex operation that consists of designing, producing, packaging and shipping products to support a variety of retail operations.

According to the Quality and EHS manager, their goal is to help clients be innovative in a way that gets their messages across in retail environments. “We optimize a project and scale to the customer’s needs by innovating with cutting-edge technologies and product offerings. We always put the needs of the customers first.”

Operational excellence is a critical component of achieving their goal of customer satisfaction. “Our approach to quality includes some elements of lean and some EHS approaches as well,” he says. We combine them all with software in a relevant way that works well for the needs and goals of our organization.”


## Building a Digital QMS to Support Innovation

Their previous approach to quality involved a lot of paper and spreadsheets, which produced good results but was labor intensive. Information wasn't always available when it was needed, and only a few people really engaged with the data or processes. The company needed a technology solution that would allow them to begin the digital transformation of their EHSQ practices. The goal is to eventually support the entirety of their EHSQ practices in an integrated digital management system.

When the company was looking for a technology solution, Intelex stood apart from competitors with easy-to-use apps, subscription-based costing and services, the ability to connect the workforce and the opportunity for digitally managed processes.

They turned to Intelex to provide Inspection Management, Audit Management, Corrective Actions, Customer Complaints and Nonconformance Reporting applications to support interconnected approaches to EHSQ, taking advantage of the similarities between reporting requirements in these practices. "We have a lot of Intelex capabilities that work cross-functionally in the quality and safety realms," says the Quality and EHS manager. "We use the Inspection Management application to capture our quality control efforts and the Audit Management application to capture our departmental safety audits." Using a selection of modules across practices is part of the company's approach to running the business, which aims to ensure that employees can locate the data they need without having to use multiple systems. As the Quality and EHS manager relates, "We want employees to have to deal with as few systems as possible, so they know where to log information.

To ensure employees understood the new technology and processes, the company did extensive training and change management using the ADKAR (Awareness, Desire, Knowledge, Ability, and Reinforcement) model. "We pulled in key stakeholders, different leadership groups and everyone involved in the organization," says the Quality and EHS manager. "We made sure that everyone was aware of the system and what the intent was. New team members are introduced to it as needed, as different departments use it in different capacities. We have video and documentation content for training, and we need to have it all in the same place. Intelex offers us that."



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## Achieving Operational Excellence

Digital transformation with Intelex has allowed them to automate many of their quality processes. “We used to have a couple of folks spending the entire work week chasing down emails, issue details, cost implications and root cause analysis. Now those same people are able to find this information with the click of a button, and time can be used more effectively” says the Quality and EHS manager. “That has been a great tool for real-time issue investigation. We’ve been able to create targeted dashboards with KPIs for quality, which has provided a positive impact for our teams’ visibility into more real-time quality data.”

With Intelex providing more actionable data, the company can now separate significant quality issues from minor process problems. “We needed to isolate the quality issues from those that were just annoyances,” says the Quality and EHS manager. “Once we built a separate process for that, we assigned different owners who can take the minor issues and use those as the basis for continuous improvement in different departments.”

As part of its continuous improvement goals, they are expanding the scope of their digitization efforts to incorporate areas that complement quality, including health and safety, environment and training. The goal is to create a digitally driven management system that incorporates all of their EHSQ efforts into Intelex and is certified to ISO 45001, ISO 9001 and ISO 14001. “Standards are driven by documented evidence,” says the Quality and EHS manager. “Having that single repository for things like compliance tracking and issue reporting is helping to action those interrelated processes. We can use the built-in root cause tools to help us think about how to manage risks as we get ready for the ISO audit.”

From paper, cloth, metal and wood signs to full-store retail displays to an entire branded customer experience, the company’s focus on continuous improvement and evolving their business helps them support customers who provide amazing retail experiences around the world. By using Intelex to support a digital QMS and pave the way to a fully integrated digital management system, they are ensuring that customers and employees reap the benefits of operational excellence.

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# INTELEX

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With almost 30 years of EHSQ experience, we know a thing or two about how safety, quality and sustainability can preserve lives and protect the planet. And we know you need to drive productivity and operation excellence, too.

*That's why our technology solutions are built for EHSQ experts by EHSQ experts.*