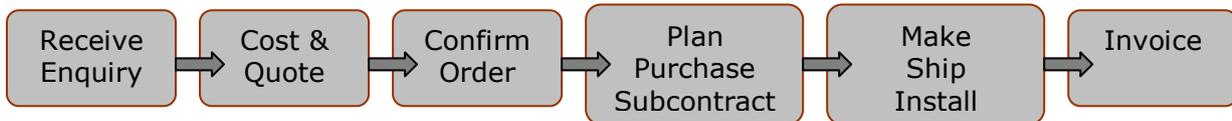


Headline

“With more than 20 years of successful Quality Management Systems experience behind them, Case Study 2 are well qualified to talk about the challenges and benefits of working with ISO9001.....and as a software developer in their own right, they know good software when they see it, too.”

The profile of this company appears very different to most Planability users; their business is the design, manufacture, installation and commissioning of control and instrumentation systems for worldwide power and process industries; large, bespoke items with exacting specifications and, since 1999, they have developed, sold and supported software systems for Continuous Emissions Monitoring.

On closer examination, however, the underlying business process is the common ground for Planability ETI users:



Multi-currency and multi-stage invoicing are a must.

According to Case Study 2’s Technical & Operations Director, no matter how busy they are, no matter how complex the projects, the key requirement is to manage every part of the process well. “The number of contracts available for tender is relatively small in most of our markets making it vital to meet and beat customer requirements so that we are always on the preferred supplier list and we maintain long-term relationships with our clients. To tender for these projects, ISO9001 is a prerequisite. With Planability, we do things better and quicker.”

When they first attained BS5750 registration in 1987, their systems were entirely manual. As use of Planability ETI has extended across the business, they have mirrored the logical stages of their processes in the Planability system. Quotation follow-up and process audit trails are traceable through Planability and the management is more pro-active, more accurate and faster with the key data being available to all at the desktop.

Purchase Order tracking and job/project management are already working well on Planability and the management are currently engaged in the next stage which will bring all their stock and supplier data into the system. As with all good QA systems, it is a journey of continuous improvement and one that adapts to changes in the marketplace.