



Hertzler Systems Inc.®

*Changing the Measure
of Quality Management*

Collecting and Monitoring PLC Data

- Situation:** Quality Manager and Engineering Manager of SlideMaster Inc., a metal stamping, machining & assembly plant that manufactures seat foundations for automotive industry.
- Critical Issue:** Automated test equipment on assembly line performed 100% test, but data was either out-of-date or lost. Corrective action teams typically worked with 3-day old data, and the supplier was often called to the customer site to resolve a problem that they knew (but could not prove) was not of their making.
- Reasons:** Quality engineers were supposed to manually read test printouts every hour, but heavy work loads prevented them from doing so. When they did collect it, it was often days before it was logged into a computer database and collated into a report. By that time the data was too old to be useful for corrective action, and customers had no confidence that things were under control..
- Vision:** The managers told us they wanted a way to automatically collect test data from the Allen-Bradley Data Highway. They wanted a way to customize which channels they read, and how frequently they collect the data. They wanted to feed this data into a quality database to provide comprehensive charts and reports at the press of a button.
- Hertzler Systems provided:** We provided them with these capabilities with QA/S GainSeeker® SPC. Today they collect test data directly from Allen-Bradley PLCs and store it automatically in GainSeeker SPC. Quality uses the information to identify and implement timely corrective actions. They also use it to generate exhaustive reports for their customers.
- Result:** Response time to problems has been reduced from 3 days to less than 30 minutes. In addition, the data they now provide customers is much more reliable, and they can support their customers at a much lower cost.