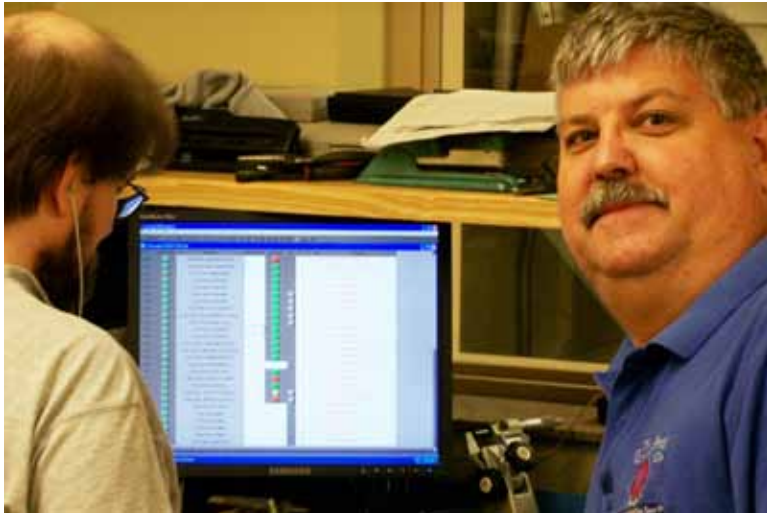


The Carlisle & Finch Co Uses Synergy to Reduce Its Defects to Customers to Zero



Founded in 1894, The Carlisle & Finch Co. invented the first Carbon Arc Searchlight in North America, and provided this technology to the Paddlewheel Boats on the Ohio and Mississippi Rivers. In the 1960's, Carlisle & Finch pioneered Xenon Arc Searchlight Technology, and the Company's products remain to this day, the standard of the U.S. Navy, the U.S. Coast Guard and the U.S. Federal Prison System. In addition, Carlisle & Finch products are used worldwide in the Super Yacht Market, the Commercial Marine Market and a multitude of Foreign Militaries and Security Installations. "Our company is known for the quality and reliability of our searchlights," said Bob Batsche, Quality Manager.

"It all started because of our military contracts. We would have an inspector come and everything was hand written," said Batsche. "We wanted to find a software package to make our business better. Synergy has helped tremendously. We make over 10,000 different parts: we couldn't get to the level of data we wanted for military contracts and others."

Batsche found Synergy at a Quality Trade Show in Detroit. "I went to the show to see which companies might be a good fit for us. As I was walking by, someone else who had the same equipment as we do was getting a demonstration of Synergy. So I stayed and had a demo done for me," said Batsche. "What I gathered from

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-- Bob Batsche, Quality Manager for Carlisle & Finch Co

Executive Summary

Customer

Founded in 1894, The Carlisle & Finch Co. invented the first Carbon Arc Searchlight in North America, and provided this technology to the Paddlewheel Boats on the Ohio and Mississippi Rivers. In the 1960's, Carlisle & Finch pioneered Xenon Arc Searchlight Technology, and the Company's products remain to this day, the standard of the U.S. Navy, the U.S. Coast Guard and the U.S. Federal Prison System.

Challenges

- Government requirement to implement SPC software

Solution

- Zontec's Synergy 2000™

Results

- Part inspection time reduced by 50 percent
- Software accommodates various sample sizes
- Information readily available for audits and inspections
- Reduced rejects by 2/3rds
- Reduced defects to customers to zero

watching all the other demonstrations was that Synergy was the easiest to use and retain data."

"From first inspection to final inspection, Synergy has helped us because operators can easily enter the information and if there is a problem, they can see that on the chart," said Batsche. "We have seen the part inspection time reduce by 50 percent using Synergy."

"One feature that really differentiated Synergy was how easy it is to use, because it can accommodate multiple lots, and accommodates different sizes. One of the easiest things to do in Synergy is to change sample size and lot size," said Batsche. "The competitor's products we looked at weren't that flexible." Batsche also noted that when they implemented Synergy, Synergy employees were willing to understand their unique production environment. "Warren Ha (President of Zontec) really listened to what I had to say about our implementation and we worked through our custom implementation."

"Implementing Synergy along with a lot of hard work has reduced our defects to our customers to zero, whether it be the Navy, the Army, the Coast Guard, the Yacht industry, and others," Batsche said.

Since implementing, Synergy Carlisle & Finch has seen their audits and inspections go much smoother. "When the QARs (Quality Assurance Representatives) come to inspect us, I have all the information they need prepared in packets for them," Batsche said. "Sometimes we are asked to send materials directly to the ship yards. These are usually orders with a fast turnaround. Because the data is readily available, we can provide all the documentation quickly along with the products we are shipping out."

"I think where Synergy has helped our company the most has been on final inspections," said Batsche. "Since implementing Synergy we have reduced our rejects by 2/3rds."

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About Zontec

Zontec is a major world player in the statistical process control (SPC) software market, carrying on a longstanding tradition as one of the first companies to offer SPC software for personal computers in 1983. Today, Zontec is highly respected for its focus on innovation and applying new technologies that help businesses address quality issues, maximize profitability and strive for long-term continuous improvement. Zontec software has been adopted worldwide by more than 5,000 companies, spanning virtually every industrial category.

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