

SPC Software as a Selling Point

by:

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Operator-friendly software allows SPC to be run in real time, streamlining company's processes and making decision-making more proactive.

Domestic Fastener & Forge, Inc. (DFFI), located in New Century, KS, USA, began by reworking excess inventory and producing hard-to-find specials into usable customer stock. DFFI found its niche by producing short-run specials and standard products to fill inventory shortages or low annual usages. Its primary focus remains as a vendor that can solve its customers' fastener needs as a supplier of cold headed, hot headed and CNC short-run specials.

"Our company is known for our ability to execute short production runs of fasteners, which can be anything from 500 to 25,000 pieces," said **Brian Brooks**, VP of Operations for DFFI. "Our focus is the product types of hex head cap screws, socket cap screws and 12-point screws.

We also differentiate ourselves by being able to work in a variety of materials—alloy steels, stainless steels and exotic superalloy steels.

"When we decided to implement Synergy 1000™ from **Zontec**, Cincinnati, OH, USA, we had a requirement in our contract with the government to implement a Statistical Process Control (SPC) solution. We always knew that performing SPC by hand was inefficient, however calculating data on a short run often took longer than the manufacturing process itself."

Previously, when DFFI was capturing the data by hand and plotting points, there were no opportunities to make any adjustments during the production process.

According to Brooks, "Using Synergy software is a lot more user friendly, because you can run SPC in real time. Now if anything goes out of specification, I get an email notification at my desk instead of having to physically be on the shop floor. In the past, we wouldn't know if we were trending or not. Implementing Synergy saves us about two man-hours a day."

Flexibility & Platform Diversity

Synergy software's flexibility along with the diversity of hardware platforms that Synergy runs on were critical selling



Synergy 1000™ operator-friendly software system in use on the shop floor at DFFI.

points for DFFI.

"We selected the Synergy system because of its usability, because it was cost-effective and because of Zontec's 100% Investment Protection program," further explained Brooks. "We also liked the fact that if we decide to upgrade, all our data banks and data tables will roll right into the next generation product."

Additionally, Zontec's 100% Investment Protection program guarantees that you will receive full credit for your purchase if you upgrade to the next generation of the product.

"Another deciding factor was the ability for the Synergy product to be customized to fit our unique needs," continued Brooks. "After we purchased Synergy, we were able to run it on the hardware that fit our business. This was not the case with all the vendors we evaluated."

Brooks says that using Synergy software has reduced the amount of paperwork that the company is performing. "We are now more aware of our product tolerances and any control trends occurring," explained Brooks. "We like the fact that you can simplify the process by putting a visual aide (the software) in front of the operator. The system's Stoplight feature tells the operator if you are out-of-control or out-of-specification."

Through the use of Synergy software, DFFI is in a more proactive position versus being in the reactive position of the past. Previously, run charts did not get reviewed until after the job was completed. Occasionally DFFI wouldn't catch any out-of-specification conditions until the next in-process inspection, or even the final inspection—in which case the company would have to perform a 100% sort or an expanded sampling.

According to Brooks, Synergy really shines when it comes to customer audits. For the military, DFFI must be certified every two years. Now, SPC is provided on all commercial and government jobs.

“Synergy has really become a selling point for us in our customer conversations,” said Brooks. “We have really streamlined our process. We are more proactive in our decision-making. The software is more operator friendly than how we performed SPC in the past.”

To receive additional information and technical specifications on Synergy 1000™ operator-friendly software from Zontec, visit the websites listed below.

www.zontec-spc.com

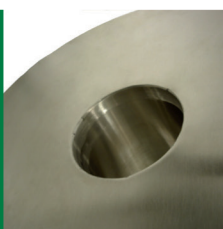
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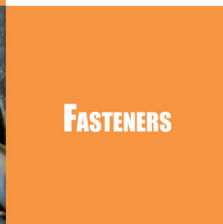
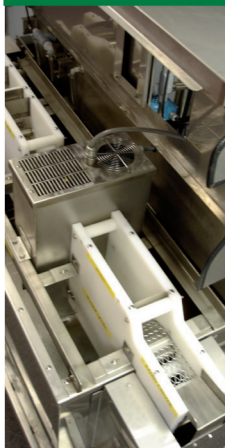
Company Profiles:

Zontec is a major world player in the statistical process control (SPC) software market, carrying on a long-standing 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 offers a full suite of Synergy products to meet the needs of companies of all sizes. Zontec software has been adopted worldwide by more than 5000 companies, spanning virtually every industrial category. www.zontec-spc.com

Domestic Fastener & Forge, Inc. (DFFI) began operations in 1992 reworking excess inventory into usable stock. Quality of craftsmanship established DFFI with its customer base and evolved operations into a full manufacturing facility. www.domesticfastener.com



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