



ATS Global B.V.

ATS Inspect

Case Study

Johnson Controls



www.ats-inspect.com

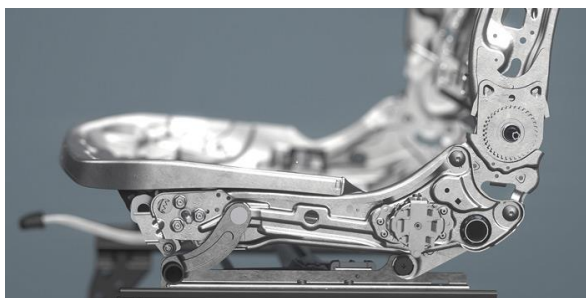
How do you go 18 months without getting a single returned product from your customer?

See how ATS Inspect raised the product quality and dramatically reduced the number of returns at a truck seat manufacturing plant.

The Company

Johnson Controls are a global diversified technology and industrial leader serving customers in more than 150 countries.

Amongst their many other business interests, Johnson Controls are the world's leading supplier of automotive seat foam, metal structures and mechanisms, trim, fabric and complete seat systems. They have been supplying OEMs worldwide for more than 80 years with smart automotive seat systems that differentiate vehicles and offer what consumers want most - comfort, safety and style.



Johnson Controls are a world leading supplier of seats for the automotive industry

The Problem

So this is what was happening. Johnson Controls were building car seats for a customer. They would receive a broadcast from the customer stating exactly which trucks were being built so that Johnson Controls could create each seat to the exact requirements. The seats would then be shipped to the customer where they would be fitted into the trucks.

As with any modern automotive production line, each truck could have a large number of different specifications, such as color and material.

However, problems arose when seats were sent with the wrong specification. This could mean the entire production line being stopped until a seat with the right specifications was supplied. Even though it happened rarely, this had massive time and cost implications at Johnson Controls.



Downtime at the customer is costly in more ways than one

The Solution

Johnson Controls looked for a solution and found it in ATS Inspect.

Using ATS Inspect, visual defects are now recorded electronically, directly into the system, allowing repairs to be carried out and recorded without anything being missed.



Visual defects are easily recorded for repair

An even bigger benefit came from the use of electronic checklists. During production a series of questions is asked to ensure that the seat is being built to the correct specification:

- ▶ What is the seat color
- ▶ What is the seat material
- ▶ What power options are installed
- ▶ Is the seat heated



Every seat could have a different spec.

The answers given are compared to the options indicated in the broadcast sent from the customer. If a seat doesn't match the requested configuration the production line is stopped and can only be restarted once a supervisor has fixed the problem.

If all the questions are answered correctly the seat can be completed and sent to the customer.

The Result

The final electronic check before dispatch had a remarkable effect on production quality. After the initial installation of ATS Inspect, Johnson Controls went an entire 18 months without sending a single wrong option to the customer.

Results like this have a positive impact in more ways than one. First of all there's the obvious time and money saved by not having to rush to build new seats to replace ones with incorrect options. Then there is the saving of not incurring penalties by slowing production at the customer.

The greatest impact however must come from the increased quality of the final product. Johnson Controls can guarantee to new and existing customers that the products they manufacture will be delivered exactly as billed. Working together, Johnson Controls and ATS can ensure that their customers can expect products with a proven track record of the highest quality.

ATS is an **Independent Solution Provider**, with over 30 years' experience in the manufacturing systems arena and a wealth of experience undertaking Continuous Improvement initiatives and Manufacturing IT solution design, deployments and 24/7 support assignments.

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