

# ATS inspect<sup>®</sup>

Visual Quality

## Case Study Navistar



# ATS Inspect Exceeds Expectations at Navistar

*Thanks to a Six Sigma project and ATS Inspect collecting quality data in real-time, one of Navistar's manufacturing plants has forged a path to in-process quality improvement.*

## The Customer

*"Navistar has made a substantial commitment to improving quality and customer service," says Rick Burns, the master black belt in charge of the implementation. "The Six Sigma initiative has refocused our efforts on making sure that we produce the best heavy trucks in the world."*

Six Sigma projects rely heavily on statistical metrics to help lead teams to the areas that will benefit the most from process improvements. These "opportunities" are attacked to find the root causes of quality problems.



Navistar produces a wide range of trucks

## Choosing the Right Solution

Navistar is one of the world's leading heavy truck manufacturers. The facility in question turns out premium conventional and severe service trucks.

At that facility they had developed an in-house system that helped collect quality data, but it couldn't trace the location of defects to their X and Y coordinates on panels or within subcomponents.

A search began to find a system that would provide this functionality. Twelve potential software companies were benchmarked through the problem-solving and decision making methodology to determine the best fit.

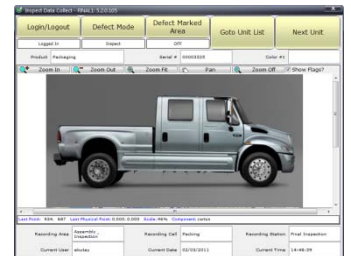
Navistar chose ATS Inspect, which is already in use at Ford Motor Co., Toyota Motor Manufacturing USA, MAN Trucks Austria and Rolls-Royce Aerospace in the UK.

## Fast, Intuitive Configuration

The system was installed and functional within weeks and inspectors had no problem learning the new system with its fast, customizable input and intuitive design.

Administrators arrange product and view setups, station setups, parts, locations, defects and other product related items quickly and easily.

The screen designer is able to move, resize and remove different controls within the end-user interface (such as buttons, images and labels) so that each input screen reflects the operating environment at each workstation.

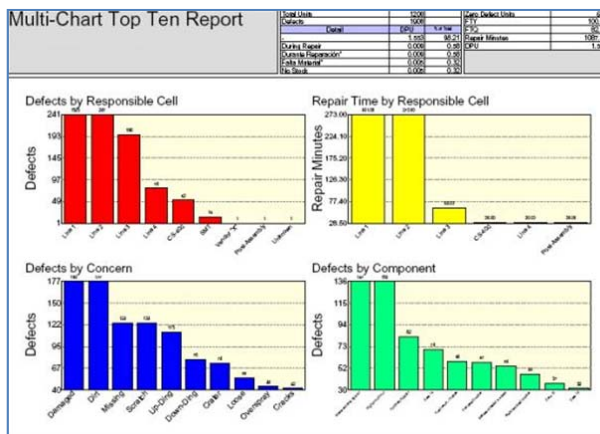


## ATS Inspect in Use

ATS Inspect visually presents products to in-line assemblers and inspectors at various points on the plant floor. Touch screen or stylus entry (no keyboard required) allows fast accurate capture of quality information. The defect may also be stored with a photo of the defect to aid repairs and analysis.

## Knowing the Situation Now

Thanks to ATS Inspect **▶ Reporting** information about the current production is now available to anyone on the Navistar intranet via an internet browser. Because the data collected is real-time, reaction to production and quality problems is immediate.



Data is available for analysis immediately

Navistar also elected to purchase the **▶ Event Service** application, which alerts personnel via text, e-mail or overhead displays in the plant based on data such as the number of defects per unit, defects per thousand or even safety concerns.

*“When we first discovered ATS Inspect, we thought the ability to pinpoint the actual location of certain defects, especially paint, was the greatest benefit,”* says Burns. *“But after using the system for a few months, it became clear*

*that this function is secondary to the ability to analyze the statistical information immediately.*

*“Event Service will allow us to automate the notification process instead of trying to track down the appropriate parties when there is a problem that needs to be addressed immediately,”* he adds.



ATS Inspect in use on the Navistar shop floor

## From Strength to Strength

The system has proved so successful that Navistar has now signed a global license agreement to roll ATS Inspect out into every Navistar facility and subsidiary around the world.



ATS is an **Independent Solution Provider**, with over 25 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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