

SPARTA SYSTEMS

Customer Case Study

Company Overview

Industry—Consumer household and personal care products.

Distribution—Global.

Revenue—In excess of \$14 billion.

Employees—In excess of 35,000.

Business Challenge

A leading consumer products company needed a validated quality system to automate global change control. The personal care, the household care, and the hybrid care divisions wanted to implement best-in-class processes to manage cross-functional change control over equipment, processes, materials, and documentation. This included activities such as packaging changes, new product launches, and execution and follow-up on tasks and action plans.

Between the company's UK locations and its stateside locations, it had been using three separate quality management systems with no interaction among them. The company wanted to consolidate all systems into one. This was important because current systems meant the company had no consolidated approach to metrics, reporting, CAPA information, and event handling. These items were site-based and regional whereas the company needed a consolidated, standardized, global approach.

Solution

The company decided given the complexity of the requirements, TrackWise EQMS Accelerator was the best solution. Sparta Systems was able to offer a higher standard of professional services implementation than any other prospective partner. Because the company was very risk averse yet needed to implement TrackWise as quickly as possible, it was important to have a partner it was confident would deliver on time and on budget. One of their executives affirmed, “We felt Sparta Systems was the most capable of the suppliers to support a global implementation. To work up to a single system to support the whole of the business, we believed Sparta Systems could de-risk that most effectively.”

Preceding implementation, Sparta Systems staff worked closely with the company during a five-day workshop to define the processes and establish the TrackWise configuration. By choosing the TrackWise EQMS Accelerator for its process design and streamlined implementation, the personal care pilot launched in six months followed by a global expansion to 20 sites within 10 months.

Results

The company realized numerous benefits by using TrackWise EQMS Accelerator:

- ❖ Previously manual processes were automated, eliminating the need for hardcopy and spreadsheet data recording.
- ❖ The validated, centralized system produced uniform change control throughout the organization.
- ❖ New efficiencies were realized due to process improvements and streamlining.

- ❖ Greater global control was attained across harmonized processes.
- ❖ Enhanced visibility improved change management, auditing, and CAPA management.

One of the company's executives stated, "This has been the most successful IT project managed at a corporate level."

Wanting to expand the positive results, the company is expanding the TrackWise rollout to the remainder of its 45 manufacturing plants worldwide.

Conclusion

This consumer products company realized the many benefits of using TrackWise EQMS Accelerator. TrackWise replaced several incongruent regionally based quality management systems with one centralized system. The new system significantly helped the new product launch processes while achieving enhanced monitoring and control. The global change control automation enabled the company to gain streamlining efficiencies, redundancy eliminations, heightened process visibility, and significant improvements with task execution and follow-up. The company is well positioned with its proven TrackWise system to complete its worldwide rollout.