



CASE STUDY

SanShin

# Original Equipment Manufacturer Enhances Quality Standards by Introducing Document Control System

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Located in an industrial estate in northern peninsula, SanShin Malaysia Sdn Bhd is a well established and fast growing Japanese Original Equipment Manufacturer (OEM) for various electronic products and components such as Electronic Circuit Boards, Printer Circuit Boards, CD-R/RW Drives, Tuners and Car Audios. Some of their major export markets include USA, Japan and Taiwan with giants like Dell, NEC and Sony as their customer base.

Being the OEM of such giants, it is imperative that all manufactured products measure up to world standards. As such, SanShin is proud to be ISO 9000 and ISO 14000 certified. Conforming to both these World Organization Standards, SanShin promises to meet all their customer requirements and assures minimization of harmful effects on the environment caused by their production activities.

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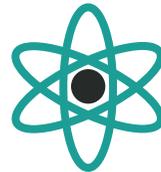
# Overview



## The Challenge

To efficiently store and retrieve ISO documentation for effective internal audit.  
To automate all documentation review and approval processes in a timely manner.

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## The Solution

Panton's powerful solution suite enables maximum control over all documentation in a central repository. Panton's comprehensive workflow structure enables online review & approval documentation processing.

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## Results

Eliminates the need to assign employees for manual documentation retrieval.  
Ability to carry out frequent internal audits painlessly and effortlessly.

A close-up, over-the-shoulder view of a person's hands working on a disassembled mobile phone. The person is wearing a black and white striped watch. The background is a cluttered workshop with various tools and components.

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# The Challenge

Upon being certified an ISO compliant organisation, SanShin ventured into the tedious territory of internal audit to maintain compliance. Regularly scheduled internal audits are critical to the effectiveness of the international standard because it is a measure of how effective the standards are, and it also provides an indication of where there are opportunities for improvement.

To facilitate effective internal audit exercises, up-to-date documentation on Standard Operating Procedures (SOP) and work procedures need to be prepared, and thereafter reviewed, approved, versioned and stored efficiently. With every new or updated documentation release, these processes are manually executed. However, as the amount of documentation multiplied, SanShin began to realize the need to implement an electronic document control system to better manage all their documents effectively.

They needed a solution to effectively queue documentation for review and approval, as well as a systematic way to store and retrieve their documents quickly for audit.



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# The Solution

## Identifying a solutions that makes a difference

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**T**he implementation of Panton Business Process Automation - a user friendly system that helps manage and keep track of all documentation effectively, brought significant streamlining to SanShin's ISO documentation handling. The implemented system includes a module for efficient versioning, storage and retrieval purposes as well as a workflow module for effective documentation review and approval process.

Panton COLD module allows the system to “print” all printable format documentation onto harddisk, which then allows flexible data mining capability of such data later.

By leveraging on Panton COLD module, SanShin is now able to store all their printed documentation in a central repository. By centralizing all such documentation, the risk of keeping duplicate file copies is eliminated with better document organization and control in place.



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# The Solution

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This module also includes a document version control feature which helps management keep track of documentation sequence as well as expedites the retrieval process during internal audits.

With this module in place, SanShin can maximize its operational efficiency because it not only eliminates the need to assign dedicated employees to manually retrieve specific documentation; it also offers instantaneous retrieval at the click of the search button.

The Panton Workflow module has successfully streamlined SanShin's ISO documentation review and approval process by introducing a web-based application for process automation. Its comprehensive and flexible workflow structure enables documents to be routed efficiently to users in charge of review and approval, thus improving process efficiency.



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# Results

## Choosing the **right partner**

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Working with the right solutions partner is vital to every organisation's performance. As a result of tapping the expertise of HT Consulting and Panton, SanShin was able to reap maximum benefits from its ISO registration by streamlining its ISO documentation handling, and implementing an effective document control system. Internal audits can now be executed efficiently and effectively, to work toward continual improvement in quality and environmental management.



Panton

HT Consulting is passionate about helping companies leverage technology as a strategic tool to remain competitive and achieve unprecedented growth. We believe in building relationships for the long-term, ensuring your business's stability despite economic uncertainties and to always deliver works of quality to the satisfaction of our customers. The success of our company is a testament of how our team interacts with each other and with our customers since our beginnings in 1989.

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