



CASE STUDY

SILTERRA

Leading Semiconductor Manufacturer Streamlines Approval Process to Adapt to Evolving Business Needs

Silterra Malaysia Sdn Bhd is a leading semiconductor wafer foundry which is committed to providing world-class manufacturing services to top-tier semiconductor companies.

With a fabrication plant built in an award-winning facility and production capacity up to 40 thousand wafers per month, Silterra believes in being the cornerstone for expanding the Malaysian semiconductor industry.

Being a leader in delivering products of world-class quality, Silterra places top priority in ensuring that its products always conform to design specifications. As such, it is on a constant look out for ways to improve quality standards and enhance the efficiency of all business processes.

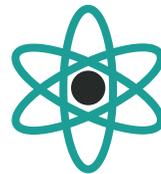
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Overview



The Challenge

To review and approve specifications efficiently and according to a fixed set of business rules and procedures, for the purpose of timely release.



The Solution

Panton's powerful automation tool and workflow engine provided comprehensive workflow structure capabilities to enable flexible document routing as well as alternative approval methods.



Results

Streamlined operations and enhanced flexibility & Optimised throughput and control.



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The Challenge

In the wake of the expanding semiconductor industry in Malaysia, Silterra began to see a significant increase in market demand for its products. These changes in market requirements brought about changes in Silterra's business needs as certain critical processes needed streamlining to maintain maximum operational efficiency and quality standard throughout its production cycle.

Especially in the process of reviewing specifications, where product quality is significantly determined by specific set standards, Silterra needed to leverage on a flexible and robust solution which would enable them to maintain optimal throughput and control from start to end despite the evolving market requirements. They required a solution that can offer the ability to seamlessly adapt to the increasing volume of specifications awaiting review and approval.



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The Solution

To adapt to their changing needs in the area of reviewing various types of specifications, Silterra gained leverage primarily from the Panton Workflow module. Apart from fundamental workflow functionality such as information routing, the Panton workflow offers the exceptional flexibility of combining both sequential and parallel workflow structures within a single workflow. This feature enables all specifications which are pending review and approval be routed simultaneously to multiple users for review, thus achieving a higher rate of approval efficiency.

The rate of review and approval efficiency was further optimized with the introduction of a **time tracking feature** within the Panton workflow module which allows alerts to be programmed to remind users of outstanding tasks. This feature promotes versatility because it allows tasks to be reassigned or rerouted dynamically to accommodate unforeseen changes such as having an employee go on emergency leave.

The Panton workflow module also aids Silterra in simplifying its approval processes by offering a **single or multi-user approval feature**. Review processes are now not limited to a fixed approval structure, however approval types can be assigned according to weightage within each process. As long as a predefined approval weightage is met, specifications can be approved and released for production immediately.

A close-up photograph of a person's hand pointing at a laptop screen. The person is wearing a blue shirt. The laptop is silver and has a black keyboard. The background is blurred, showing other people in a meeting setting.

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Results

Choosing the **right partner**

By tapping the expertise of HT Consulting and Panton, Silterra was able to adapt to its evolving business needs by effectively responding to the dynamic market changes of the semiconductor industry. Its products continued to prove its competitive edge due to the standards set in all design specifications which were effectively and efficiently reviewed and approved prior to production.

Therefore, choosing the right solutions partner is essential for organizations to remain being a robust performer in the increasingly competitive industries of today.



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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