



**CASE STUDY**

**Laird**<sup>™</sup>

## **Laird Technologies Achieves Industry Quality Pole Position with Streamlined Document Control System to Aid in Continual Process Improvements**

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Laird Technologies is the world's leading designer and manufacturer of antenna, electromagnetic interference (EMI), telematics and thermal management solutions for many major industries such as telecommunications, aerospace, defense and automotive. Incorporated in Delaware; USA, the global company's manufacturing plants and technical support operations covers a wide geographical region, spanning from the Americas to Europe, South Asia and South East Asia.

When it comes to providing products and services of the highest standard, Laird Technologies adheres to a strict quality policy, instilling corporate principles that drive the organization toward continuous process reviews and improvements. It has earned a global reputation for itself as evidenced by its extensive worldwide customer base, by building upon the importance of providing quality products and services.

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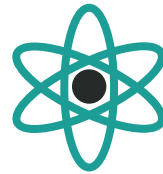
# Overview



## The Challenge

Systematically queue documents awaiting review and approval to enhance process efficiency. to put in place effective document version control to assist in ISO internal audit exercises, whereby efficient document retrieval can be carried out.

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## The Solution

[Panton workflow](#) - a comprehensive and scalable workflow that provides unparalleled flexibility to streamline its review and approval process. [Panton Active Form Designer](#) which enables creation and modification of electronic forms on the fly. Efficient [Document Version control](#) feature to facilitate optimal document handling and administration.

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## Results

Effective specifications and process improvements, resulting in enhanced production quality and performance. Relieves the tedious routines of ISO internal audit exercises whereby documents can be retrieved efficiently.





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# The Challenge

Laird Technologies is constantly faced with the tedious challenge of organizing its paper flow because continuous reviews of product specifications, process documentation and standard operating procedures (SOP), just to name a few; need to be carried out to ensure continual process improvements.

As various processes, specifications and procedures undergo more reviews and improvements, updated documentation will be produced in replacement. As such, big and established companies like Laird Technologies which consists of many departments and numerous processes within each department will produce voluminous amount of paper trail daily. Without a streamlined workflow procedure in place, carrying out process improvements will be in vain as the most up-to-date specifications or documentation would be lost in a backlog of paper flow awaiting review and approval from users-in-charge.



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# The Challenge

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Subsequent to the review and approval process, effective versioning must also be in place to complement process improvements at Laird Technologies to ensure that the latest approved specifications and documentation will always replace the older versions. This is a critical function in maintaining the reputation of Laird Technologies as a leader in its industry by manufacturing its products off the most up-to-date specifications and making sure processes and procedures always conform to the set standards.

Laird Technologies strongly believes that quality and customer satisfaction are key driving factors toward being a market leader, as such, it has created for itself a competitive advantage in its industry by ensuring that its customers always receive the best. Even in a highly competitive industry such as this, Laird Technologies continues to maintain the industry position as Number One.





## Identifying a solutions that makes a difference

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### The Solution

**P**anton Document Control System caught the attention of Laird Technologies primarily due to the comprehensive and robust workflow module it offered for streamlining the review and approval process within the quality-compliant organization.

Specifically developed to transform even the seemingly most complicated work flows and process flows into user friendly, effective and efficient ones, the Panton workflow module offers flexible workflow structure capabilities that allow simultaneous sequential as well as parallel structures to take place within a single workflow.



## CASE STUDY

# The Solution

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Trialed, tested and perfected based on cumulated industry exposure and experience, the Panton workflow module now provides Laird Technologies an avenue to systematically queue all specifications and documentation awaiting review and approval from respective users, which therefore results in optimal operational efficiency in this process. This systematic approach ensures that timely reviews and approvals take place because automatic alerts are generated should users-in-charge fail to complete their task within a predetermined timeframe.

Further to this feature, the Panton workflow also provides an escalation feature that allows dynamic assignment rerouting to accommodate unanticipated changes. With all these features in place within the Panton workflow module, Laird Technologies can be certain that effective continual improvements will be carried out because its products will always be built off the latest specifications and its processes will always conform to the most up-to-date regulation.





## CASE STUDY

# Results

## A myriad of other benefits

**T**he ISO standard warrants Laird Technologies to undergo regularly scheduled internal audits to ensure its compliance with the internationally recognized standards. Upon obtaining approval from respective departments, new or updated specifications and documentations are automatically versioned and stored in replacement of the older ones. Version control, storing and retrieval of documents are three very vital functions in assisting the audit team to carry out audit exercises effectively.

By leveraging MCRE, which is the driving engine of Panton; documents of various file size can be systematically and efficiently stored in a central repository, ready to be retrieved instantaneously at a click of the mouse! Dedicated employees who were once assigned to carry out tedious document search can now be relieved of this position and reassigned to other revenue generating functions. Effective version control also ensures that retrieved documents for the purpose of internal auditing would be of the most up-to-date version.



## CASE STUDY

# Results

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The Panton Document Control System also offers a very unique module called the Panton Active Form Designer which enables Laird Technologies the ability to create electronic forms for quality control purposes on the fly.

With this module, it is able to dynamically create, modify and upload electronic forms to chart additional information such as statistical data, production statistic values and control values; and subsequently route them into workflows as accompanying documents to assist the review and approval processes that take place. This module has greatly improved the monitoring, control and quality review processes because it has created for Laird Technology a workflow environment that is without limitations whenever reporting and reviewing of quality processes are concerned.





Panton

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