



Z Microsystems Automates Processes with Omnify Software and Gets a "Pat on the Back" from Auditor

Customer

For more than 20 years, **Z Microsystems** has been supplying superior computing technology to the US military and defense system integrators. Today, Z Microsystems designs and manufactures field-ready computing solutions for military, medical, industrial and law enforcement applications. The company's commercial off-the-shelf (COTS) products include rugged flat panel displays, high-performance computers and flexible storage systems.

Challenge/Situation

Z Microsystems has been successfully using the Omnify Software Product Lifecycle Management (PLM) solution to help manage and control their product life cycle for a little over six years. With the release of Omnify Empower PLM, new product features, specifically Training Management, became very valuable to the organization in addressing issues beyond their initial Product Lifecycle Management requirements.

"At the beginning of the previous year as we started to prepare for our annual ISO certification audit, we were faced with some issues that until now we had not been able to totally put under control," stated Susana Young, engineering administrator for Z Microsystems. "We needed a system to help us organize, control, and keep track of our SOPs and streamline our training for updated procedures."

Prior to Omnify Empower, the company managed their training manually via hard copy. The Production department maintained their own training records and Human Resources maintained the rest. "Based on the ISO requirement that we be able to prove that all personnel are adequately trained to perform the tasks they are doing, we had to maintain paper copies of all training, a description of the training, including signoffs, from all personnel, as well as when the training occurred and who delivered it," stated Ms. Young. "Auditing all of these documents and keeping them current was a difficult task."

Key Benefits

- Meet ISO compliance requirements
- Automate and streamline training processes
- Update outdated Standard Operating Procedures (SOPs)
- Remove unnecessary hard copy documents from the floor
- Improve team collaboration with automated change alerts
- Save time with single document master list
- Improve document control



Orion Universal Display Platform (UDP)

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Omnify Solution

Cleaning Up Standard Operating Procedures

With success managing their product design and development processes via Omnify, Z Microsystems turned to this system to address their outstanding ISO (International Organization for Standardization) compliance issues. To deal with outdated Standard Operating Procedures (SOPs), the company created a unique SOP Master List and managed it through Omnify Empower PLM. Leveraging revision management and automatic notification functionality, every time a document is updated an e-mail is automatically sent by Omnify Empower to departments affected by the change. This helps to keep necessary individuals from other departments aware of any changes on an existing procedure or new SOP.

The company also created specific document vaults within Omnify Empower for different Quality Management System (QMS) documents such as procedures, forms, flow charts and assembly instructions. Now, any user in any department can access and see the latest document revision. For ISO compliance, permission controls are used to limit access to previous revisions of documents for privileged users only. In order to maintain responsible ownership and provide accountability, the company implemented the use of electronic signatures via Omnify for these documents.

“Implementing this process was a dramatic change due to the fact that the master list is automatically updated every time a QMS document is updated,” stated Ms. Young. “The list shows effectivity dates, ownership, if there are distributed copies on the floor, how many, and the location. This has helped to save valuable time since we no longer have to maintain a separate document master list.”

Create and Maintain a Paperless Training Record

Once their SOPs were updated and automated, the company needed to revise their training program. The Training Management Module within Empower PLM helped to address Z Microsystems’ need to have controlled training processes. This module tracks and documents all internal and external training, alerts trainees upon a document or SOP change, and manages comprehension- all through an automated process. This method has helped Z Microsystems to transition their paper-based training to an automated program which monitors and records which employees have taken training and which employees have not. In addition, the comprehension functionality enables Z Microsystems to include a quiz that each user is required to complete after reading a procedure to ensure they thoroughly reviewed and understood the material. Creating and maintaining a paperless training record has improved Z Microsystems’ overall training management and the ability to meet ISO requirements.

“These changes have helped us to move from a very strenuous paper system for managing SOPs to a very efficient paperless system, which has built a bridge of communication among our departments. But above all, it has saved us valuable productivity time, helped us to reduce some of our costs, and get a great big pat on the back from our auditor.”

-Susana Young, Engineering Administrator, Z Microsystems

CUSTOMER SUCCESS

Customer Success

Pat on the Back from Auditor

Since Z Microsystems implemented these processes via Omnify Empower PLM they have updated over two hundred SOPs that were more than three years overdue, have made more than one hundred outdated procedures obsolete, performed fifteen trainings on-line, and removed several unneeded printed documents from the floor.

Enhancing processes and creating further efficiencies through Omnify Empower demonstrates Z Microsystems' commitment to innovation, flexibility and continuous investment in quality. "These changes have helped us to move from a very strenuous paper system for managing SOPs to a very efficient paperless system, which has built a bridge of communication among our departments," said Ms. Young. "But above all, it has saved us valuable productivity time, helped us to reduce some of our costs, and get a great big pat on the back from our auditor."