



Grakon Selects Synergy 3000 for its Multi-Language Capability

"We lacked a multi-language system that could easily be available throughout the company and the world so all the right people can see data live or almost live," explained Don Bartlett, Director Quality & Customer Service for Grakon LLC. Grakon is a global leader in the design & development of advanced lighting systems & engineered trim components for premier OEM vehicle manufacturers. Grakon leverages best-in-class technology in the key areas of design, development, manufacturing and global distribution of vehicle lighting systems and engineered trim components. Our focus on leading technologies delivers value to our customers. "We provide lighting and engineered trim components for the commercial vehicle industry," said Bartlett.

Since implementing Synergy, Grakon has realized immediate benefits. "We can have operators enter data in the plants across the globe, while engineers and managers can monitor the data anywhere in the world," Bartlett said. "Prior to implementing Synergy, we could not easily get this worldwide perspective, in particular from our plant in China."

Bartlett explained that their customers require that all of their business be at least less than 50 Defective Parts Per Million (DPPM), some less than 15. This is close to the Six Sigma range. Grakon also follows Automotive Industry Action Group (AIAG) for capability requirements. "Typically, the standard is Cpk of 1.67, however, our internal goal is to be greater than 2," Bartlett said. "Synergy has really helped us with quality system compliance, and continuous improvement."

"Synergy provides us visibility into our processes so that we have improved control and can be proactive vs. reactive to issues," said Bartlett. This allows Grakon to make corrections during the process, versus after the final product has been completed.

Executive Summary

Customer

Grakon is a global leader in the design & development of advanced lighting systems & engineered trim components for premier OEM vehicle manufacturers. Grakon leverages best-in-class technology in the key areas of design, development, manufacturing and global distribution of vehicle lighting systems and engineered trim components. For more information go to:

<http://www.grakon.com/>

Challenges

- Multi-language Statistical Process Control (SPC) software
- Meet quality requirements

Solution

- Zontec's Synergy 3000™

Results

- Worldwide visibility into production process
- Improved quality system compliance and continuous improvement.

“What differentiates Synergy from the other solutions on the market is that it is multi-language, web based, and user friendly,” said Bartlett. “That was vitally important for our business.”

Bartlett saw another benefit of going with Zontec. By the example of its owner, Warren Ha, Bartlett saw a company-wide commitment to customer service. “Warren Ha is one of the reasons we went with Zontec. His ownership and follow through to make Zontec a success with every customer was clear up front, and this is what has driven our success with Zontec,” said Bartlett.

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– Don Bartlett, Director Quality & Customer Service for Grakon LLC

About Zontec

Zontec is a major world player in the statistical process control (SPC) software market, carrying on a longstanding tradition as one of the first companies to offer SPC software for personal computers in 1983. Today, Zontec is highly respected for its focus on innovation and applying new technologies that help businesses address quality issues, maximize profitability and strive for long-term continuous improvement. Zontec software has been adopted worldwide by more than 5,000 companies, spanning virtually every industrial category.

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