# Hertzler Systems Inc.®

*Turning Data into Knowledge*

## About Hertzler Systems

Hertzler Systems provides seamless, accurate data acquisition solutions for your business enterprise. We have been in this business for over 30 years.

We have a large and diverse customer base in service, transactional and manufacturing environments, including Consolidated Biscuit Company, Darden Restaurants, Pactiv Inc., McCormick & Company and Hormel Foods.

Our customers buy software and services from us because it is a good investment. With our assistance, they can easily acquire data in any process, analyze that data in real time, and instantly notify process owners of process variation. These capabilities help clients reduce costs, cycle time, errors and defect, and increase profitability and customer satisfaction.

These are our core competencies.

We turn data into knowledge.

# Real-time, Automated Data Empowering the Precision Machining Industry

## Situation

A senior quality engineer for a leading machining company is saddled with alarming scrap levels, but armed with only hindsight data to help prevent it. Precision is crucial to these intricate manufactured components.

## Critical Issue

Five work zones were only netting 40 percent first-pass yield while generating staggering annual scrap costs.

## Reason

Pertinent inspection data was being manually collected and hand recorded. It was costly, difficult to manage, and weeks often passed before usable data became available.

Meanwhile, product with defects too minute to be visually detected passed through manufacturing processes that had hidden issues. Compiling the data to identify underlying issues required the extensive efforts of Six Sigma Black Belts on staff. When issue causes were exposed, it was often long after the fact.

## Vision

The quality engineer envisioned an automated data collection system that would seamlessly integrate with the company's ERP system, gages, coordinate measuring machines (CMM), and more. It would have to provide real-time data and be easy for machine operators to use so they could take initial actions toward problem prevention.

## Hertzler Systems Provided

GainSeeker automated real-time data collection. It collects data directly from all plant devices, including the scheduling system.

## Results

First-pass yield jumped from 40 percent to nearly 99 percent - and in less than six months. Scrap costs plummeted for the formerly problematic work zones. "GainSeeker has empowered our operators to drill down into the data in real time to see how a process is performing," says the senior quality engineer.

"They are discerning underlying problems and taking initial troubleshooting measures without having to wait for an engineer to conduct a study. This has proven priceless."

Please visit www.hertzler.com for other GainSeeker Suite case studies.