Haskel
an Accudyne Industries brand

BSI Software helps Haskel to simplify and unify their quality control processes

"BSI Business Improvement Software is an excellent system and has been adapted to enable Haskel to get rid of the old-style spreadsheets that were once used by all sites.

The software has enabled us to log, record, communicate and track all non-conformances within one system.

The other sites can log complaints and assign these directly without the need for separate e-mails and phone calls.

The software also allows us to store records and additional information in the same place."

Dave Angus,
QHSE Manager, Haskel

Haskel is a global organisation with worldwide operations and a manufacturing plant in California, USA.

It has nearly 70 years' experience and leadership in the design and manufacture of high pressure air-driven liquid pumps, gas boosters and air amplifiers, including integrated packaged systems.

The company recognises that to deliver world-class service to a global customer base, it needs to be where its customers are. Therefore, with operations in California, USA; UK; France; Spain; Middle East; and Singapore, together with a network of distributors, Haskel is truly a global company.

What challenges did Haskel face?

- The process for receiving and managing customer complaints and other Non-conformance Reports was not robust

- Complaints were logged onto a spreadsheet and the communication of the information was inconsistent

- Data was being stored in different places and actions were not being tracked

- Centres in Sunderland and in California were using different systems, and the time difference meant delays

- The company needed to implement documentation control.

What did implementation help Haskel to achieve?

The objective was to have a one-stop-shop for logging NCRs, creating and managing both NCRs & Corrective Action Reports (CARs) and communicating these to the other businesses and sites.

Initial implementation at the Sunderland location was done in partnership with BSI's consultant Stuart Rose and Haskel's QHSE Manager Dave Angus.

The project team worked closely together to develop site structure, worksheets, online forms, staff training, adding new users and on-going improvements.

Major benefits so far:

- One-stop-shop global system for reporting NCRs & CARs

- Improved internal communication

- Once an NCR is raised, an automated email alert is sent to the relevant departments

- Reminders and escalations ensure timely close-outs.

Future plans include global rollout and expanding its general use.

For more information
Call: **+44 (0)345 080 9000**
Visit: **bsigroup.com/software-uk**

bsi.

...making excellence a habit.™