CASE STUDY

Drives Customer Issue Tracking and CAPA Compliance with Enterprise PLM

Industry Leader Leverages Aras Solutions to Achieve Compliance

Faced with increasingly complex compliance requirements in addition to its own high standards for quality, Ogihara America Corporation recently embarked on a path to extend its leadership position in the marketplace and automate its quality compliance processes.

Despite the intense industry competition, Ogihara has thrived and grown the business. The company's success with global OEM customers is due to its reputation as a recognized leader as a high-quality supplier. As Ogihara continues to grow, it maintains a sharp focus on its commitment to excellence and craftsmanship as well superior customer responsiveness.

Ogihara America Corporation is a leading tier 1 supplier of vehicle body parts. With headquarters in Michigan, the company produces high-quality door, fender, hood, and roof panels for Mercedes-Benz, Cadillac, Lincoln, and other major brands.

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> Dennis Henning, IT Manager, Ogihara

CAPA COMPLIANCE CHALLENGE

Management's goal was to maintain Ogihara's competitive advantage, and at the same time, enable compliance to the ISO/TS16949 quality systems standard [the automotive industry's version of ISO9000:2000 with requirements similar to the aerospace industry's AS9100 and the FDA's 21 CFR Part 820 Quality System Regulation]. Quality systems standards compel companies to gain control over strategic corporate quality processes, including Corrective Action / Preventive Action (CAPA), Supplier Corrective Action Requests (SCAR), customer issue management, nonconformance management, defect tracking, document management & control, and product realization or Advanced Product Quality Planning (APQP) during development—all core processes that support corporate-wide quality and customer satisfaction.

As business grew at Ogihara, management recognized the need to unify the existing combination of systems that support these critical processes. Doing so would ensure streamlined product quality improvement and achieve more effective compliance processes to support future business growth.

The Quality group and IT organization at Ogihara worked together to find a solution that would unify the company's quality management and compliance processes without incurring significant costs. Given the evolving nature of compliance requirements and customer demands, IT also recognized the need for a flexible solution that would easily extend to new processes and scale to support an enterprise wide deployment.

Finally, Ogihara employees, supplier partners, and customers needed to be able to participate in an increasing number of automated business processes for better collaboration and faster issue resolution.

BUSINESS BENEFITS

- CAPA compliance achieved + SCAR for suppliers
- Superior responsiveness to customer issues
- Improved product quality with online records
- Quality processes integrated to ERP system

"Our goal is to respond to customer issues immediately and Aras enables us to do so," says *Dennis Henning, IT Manager for Ogihara. "We want to demonstrate a proactive approach that provides our customers with confidence and ensure that we respond with a comprehensive plan in place."*

OGIHARA DEPLOYS ARAS SOLUTION

To meet these challenges, Ogihara turned to Aras Innovator for enterprise quality management and compliance to address:

- CAPA issue resolution with closed-loop accountability
- Customer issue collection, tracking, and response
- Defect tracking & nonconforming material management
- Failure mode & effects analysis for risk management
- APQP with Part Submission Warrants for PPAP
- Phase-gate product program management with dashboard roll-ups for executive visibility
- ISO Document and file control with online change management workflows

ACHIEVING CAPA COMPLIANCE

Ogihara recognized that complementing high quality products with a greater level of service than competitors delivers significant value to customers and provides differentiation in the marketplace. This led Ogihara to focus the first phase of the Aras implementation on issue tracking and root cause resolution through nonconformance management and the CAPA process.

To achieve this, Ogihara is implementing a five phase 8D CAPA process enterprise-wide using the Aras Innovator solution for quality systems. Aras enables Web submission of issues initiating an online workflow with specific actions depending on whether the issue is customer, supplier or internally-oriented.

The CAPA process in Aras provides a single view of the process including the team assigned, problem scope & description and any containment actions taken. Then, root cause analysis is performed and recorded with file attachments including Office documents such as Word, Excel, Visio, and Power Point, as well as, data files, drawings, and PDFs.

Finally, the corrective action and preventive actions are documented, implemented, and verified for closed loop resolution. The Aras system captures and manages the CAPA process and related information including:

1. Issue Identification & Team
2. Problem Description
3. Containment
4. Root Cause Analysis
5. Corrective Action
6. Preventive Action
7. Verification of Effectiveness
8. Team Recognition

ARAS COMPLEMENTS EXISTING SYSTEMS

In addition, Aras Innovator's modern service-oriented architecture [SOA] utilizes open Web services for simplified integration. To extend existing systems Ogihara has integrate the CAPA solution to its ERP system, **QAD MFG/ PRO**, using the company's **Progress Sonic ESB**, an enterprise service bus to enable seamless data sharing.

So, when an issue is identified and initiated in Aras Innovator, an event is automatically triggered in the QAD ERP system designating the specific effected materials in the production operations environment as nonconforming. The Aras integration provides an automated containment plan streamlining identification and disposition for immediate action.

With Aras Innovator, unlike other systems, multiple related issues can be grouped and prioritized using a single CAPA. The corrective and preventive action process then addresses multiple instances with a single initiative for effective closed loop resolution.

CLOSED-LOOP CAPA COMPLIANCE

Email alerts and notifications keep all stakeholders and team members apprised of the latest developments and throughout the CAPA process and with Aras, the CAPA can launch an engineering change request (ECR) or document control change to update a procedure and ensure that preventive measures are established.

Thanks to online workflow with Aras, Ogihara has visibility into the CAPA process across the company and out to suppliers. Supplier corrective action requests (SCAR) can be issued directly to the supplier and completed over the Internet in a secure, permission-based workspace.

Ogihara suppliers can participate online to contribute problem-solving root cause analysis and findings, containment plans, and actions taken to correct and prevent future occurrence delivering closed-loop accountability and resolution across the supply chain.

With the Aras Innovator solution Ogihara has a single system for all of the CAPA-related information for each issue in a searchable, readily-retrievable format that supports customer inquiries, improvement initiatives, and compliance audits. By managing the CAPA process online in an integrated manner Ogihara achieves better collaboration, coordination, and control to enable greater levels of customer responsiveness and continuous improvement positioning the business for future growth.

FUTURE PLANS

"We like the Microsoft enterprise open source approach from Aras because our business priorities determine how we roll out the solutions since there's no cost for the software and no user, module, or server licenses to buy," emphasizes Henning. *"With Aras we use what we need, end of story."*

Moving forward, Ogihara will be adding additional quality processes to Aras Innovator rolling out the solution over time to include advanced product quality planning (APQP), production part approval process (PPAP), and document management with change control, along with nonconformance management, defect tracking, customer complaints, and CAPA to provide comprehensive enterprise quality management.

Ogihara understands the benefits of having the APQP templates with specific PPAP deliverables for its OEM customers. Each automotive OEM has extended the core set of APQP and PPAP compliance deliverables to include additional items and special reporting formats which vary widely.

Gaining control over this immense number of deliverables will streamline APQP reporting and speed PPAP submission, which is critical, because Automotive OEMs will not accept a supplier's invoice for payment until all PPAP information is submitted and approved. These compliance conditions create a tremendous strain and overhead on suppliers that do business with multiple OEMs.
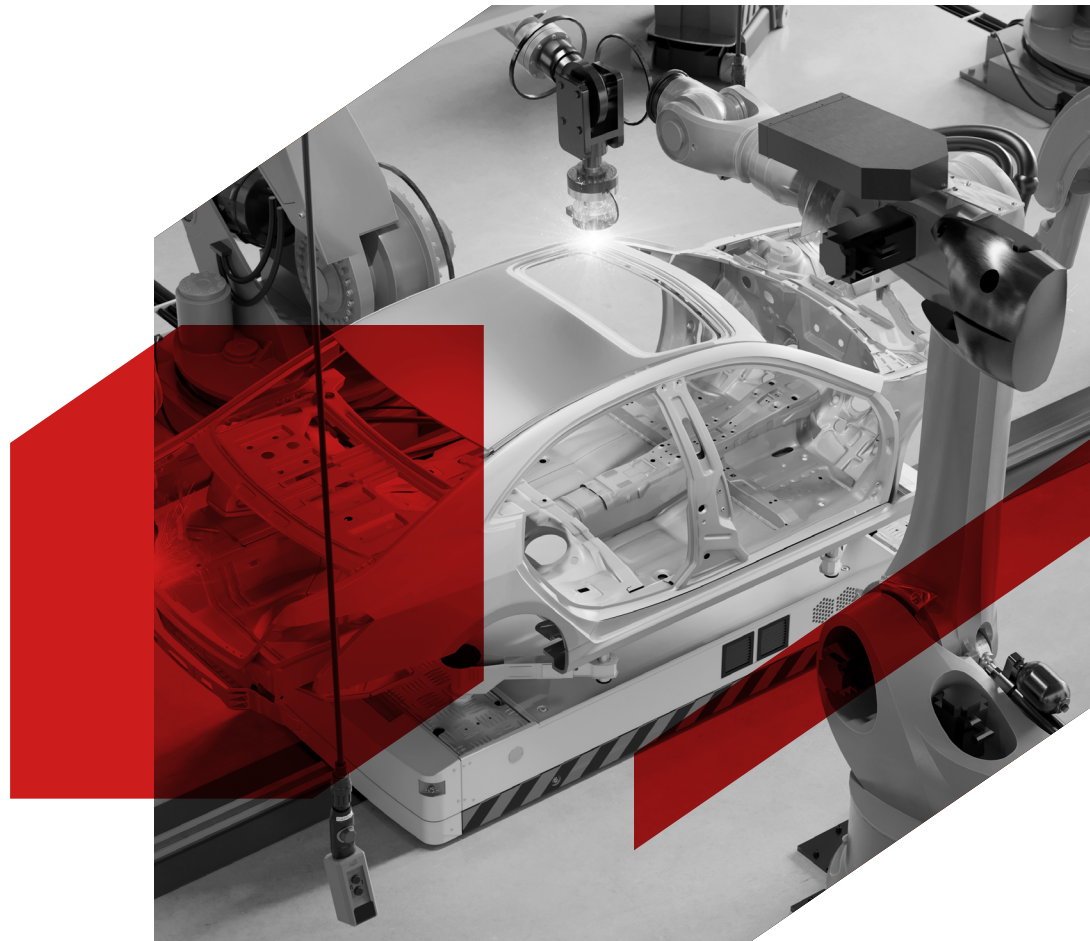
Aras provides the most powerful low-code platform with applications to design, build, and operate complex products. Our technology enables the rapid delivery of flexible, upgradeable solutions that build business resilience. Aras' platform and product lifecycle management applications connect users in all disciplines and functions to critical product data and processes across the lifecycle and throughout the extended supply chain. Airbus, Audi, DENSO, Honda, Kawasaki, Microsoft, Mitsubishi, and Nissan are using the platform to manage complex change and traceability. Visit www.aras.com to learn more and follow us on Twitter and LinkedIn.