Full MES cuts customer complaint response time by 99%

An abrasives manufacturer · Abrasives

An abrasives manufacturer making expensive, long-lead parts went from paper tracking to a full MES. Complaint answers now take minutes, productivity rose 20%, and customer complaints fell 30%.

99%
less time to answer a customer complaint

+20%
productivity

30%
fewer customer complaints

THE PROBLEM

The factory makes very expensive parts with long manufacturing lead times for demanding customers in automotive and steel. It struggled to manage quality during the process. It also had major trouble answering customer quality complaints. Collecting the dozens of reports needed just to understand what had been made could take up to a full day. With no digital record, the team could not trace a part quickly or catch quality problems early.

HOW WE DID IT

Plantformance built a full MES for the entire production line: mixing, dosing, forming, heating, cooling, furnaces and transport. We added barcodes and labels after the forming step, with readers at every following step. We connected the ERP so operators see ERP data, SCADA control and performance management on one screen. We built an abstracted database that can collect any manufacturing data. On top of it, we built a query browser so quality and management teams can pull up any production data in seconds.

BEFORE

Production was tracked on paper and nothing was digital. The foreman updated the ERP with a 24 to 48 hour lag.

AFTER

All manufacturing is tracked in real time, and the ERP is updated after each production step. Every part carries a fail-safe barcode, and customer complaints can be checked and answered in minutes.

RESULTS

- 99% less time needed to answer a customer complaint
- +20% productivity
- 30% fewer customer complaints, because quality incidents are caught at a very early stage
- Major cost reduction, since parts that would end up rejected no longer move through the full process

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PLANT FORMANCE

NEXT STEP

Planning a project like this?

Talk to an Ignition engineer about your sites, timeline and architecture. We will tell you honestly what it takes.

Contact Plantformance

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Plantformance is an Inductive Automation Alliance Partner that helps enterprises deploy, secure, and scale Ignition across sites through plug-and-play modules, turnkey zero-maintenance HMI hardware, and 24/7 managed infrastructure.

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