


## Doncasters entrust Aerospace Safety to Inforouter

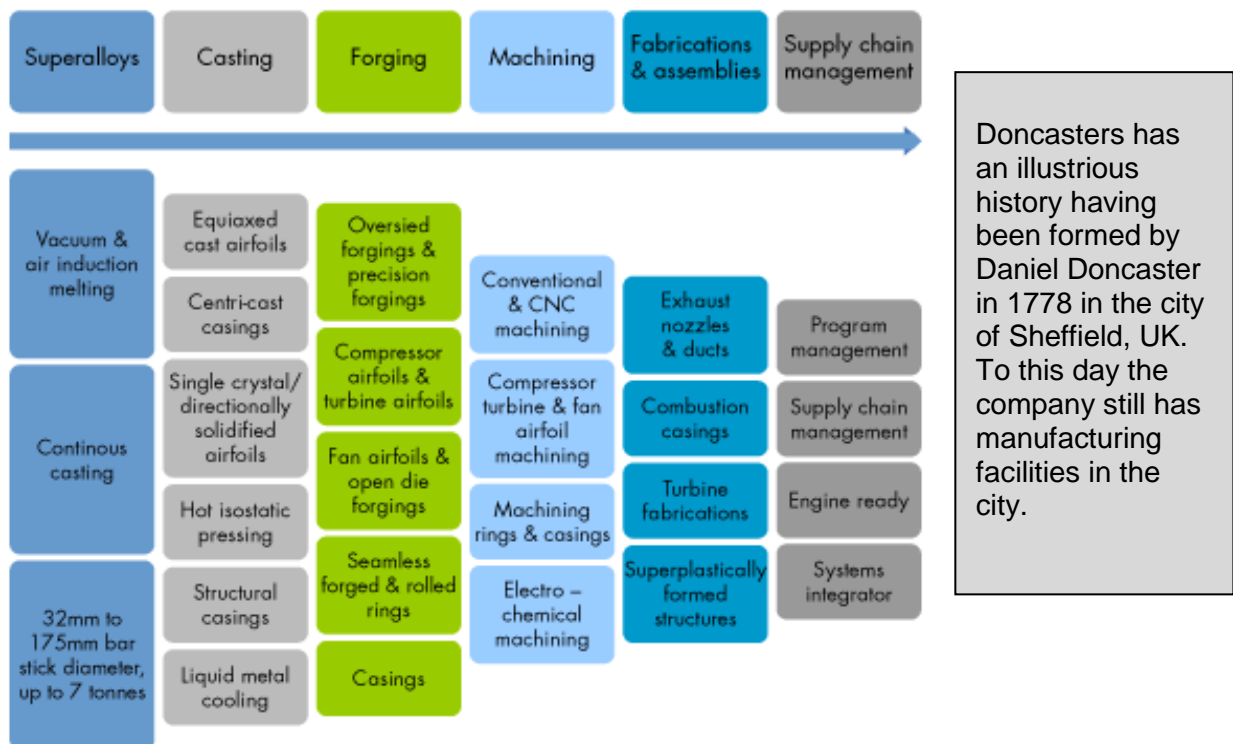


### The Customer

Doncasters Group Ltd is a leading international engineering group that manufactures precision components and assemblies for the aerospace, industrial gas turbines, specialist automotive, petrochemical, construction, industrial, transportation and recreation markets. The group excels in working with alloys and metals that are difficult to shape and form.

Doncasters possesses many unique industry leading technological and manufacturing skills that are very highly regarded by their customer base. They are in virtually every respect global leaders in aerospace, industrial gas turbines, automotive turbochargers, fasteners and superalloys. All are household names within their respective industries and highly demanding as regards problem solving, time to market delivery, costs and through life support.

Doncasters operates from sites in the UK, Continental Europe, USA, China and Mexico. The client base is genuinely global and comprises most of the industry leaders in its relevant areas of activity. The group currently employs around 6,000 members of staff worldwide.



## The Problem

Many large international organisations have highly structured and complex systems infrastructures, but there is often a requirement for specialist solutions to operate for diverse business units within the group. Doncasters of Chard, in Somerset, manufacture structural castings in high grade materials for the aerospace and industrial gas turbine (small airfoil) markets. This work is highly specialised and requires very detailed quality management records to be kept.

Vernon Halsey (IT Consultant) explains:

**Vernon Halsey** *“Our production controls require the operative to be issued with very detailed documentation – sometimes 20 pages – at each stage of the production process to provide them with a reference for technical and quality standards for the product. We wanted to replace this manual procedure with a document management solution that could provide the same information electronically, delivered to everyone in the factory via the intranet. Although many products could provide this service, they were licensed on a per seat basis, and so the cost to implement was as much as £120,000. Because Inforouter is web based, we could get the same service for a fraction of this cost”.*

## The Solution

Doncasters Chard chose to implement the Inforouter document management solution, and because it used a SQL database like the ERP system deployed it did not compromise any group technical standards. Moreover, the fact that the client was web based made it easy to integrate and delivery through the existing intranet service.

### Production Quality

Manufacturing components for the aerospace industry requires a very high standard of quality to be maintained as safety is critical. Full traceability is also a must, and is required to be kept for the flying life of the aircraft, which can be over 30 years. The production operative is issued with a set of quality instructions that must be signed to warrant compliance with the manufacturing processes for the product being produced. Inforouter has been introduced to allow these critical documents to be scanned and indexed, using the document number as the reference for a PDF file. Because it uses the same reference, and the same SQL database, the document can then be easily and rapidly accessed by the ERP system.

The next stage for enhancement is to implement a workflow solution that would accept an electronic signature, which would remove the need to produce quality documents for signature by the production operative.

Operatives are also able to access the work instruction details on screen using Inforouter, which reduces the need for paperwork.

### Accounts Payable workflow

As a precursor to the improvement plans for production quality using workflow, the Accounts Payable supplier invoice approval procedure has been implemented as an Inforouter workflow procedure. For example, non-direct purchase orders such as electricity bills are scanned into Inforouter and a link sent to the person responsible for authorising the cost. The Inforouter user id is accepted as authorisation in place of a signature, which ensures all paperwork is kept in one place and the approval procedure is much faster.

# Case Study

## ERP system “filing”

Inforouter is used to handle electronic filing of output documents from the ERP system such as sales invoices and direct purchase orders, which the ERP system produces in PDF format and which can then be automatically archived into Inforouter to allow a single repository for documents to be maintained.

## Benefits

The principle benefits for the business overall have been the reduction of production scrap, by making technical documentation easily available on screen the production operative is more likely to do the job correctly.

Other benefits have been the improvement of the quality archive, making it easier to reference quality documents for components made years ago. Historical records have been scanned into Inforouter as well as work in progress since the solution was implemented, so the time taken to find older documents is reduced significantly. Introducing workflow has improved the speed of some processes, and time saved is money earned. The introduction of documentation on screen has reduced the need for paperwork, and has reduced the paper usage cost.

One exciting future consideration is to provide a secure archive portal service, allowing sub-contractors and clients to access documents on-line and significantly reducing the administration of handling technical specification queries.

**Vernon Halsey** *“We are delighted with the success of our Inforouter service at Doncasters Chard, so much so that we are equipping a new Doncasters production site with it. We like it because it has a very intuitive interface which makes it easy for staff at all levels to use. It has an intranet based delivery, and it’s extremely reliable. In my view, as a document management product it is unparalleled for the price”.*

**Joe Hyde** of Document Genetics says

*“I feel I must congratulate Doncasters Chard for the manner in which they have adopted Inforouter, and for the successes they have achieved to date. Their success clearly demonstrates that document management solutions are not just a tool for business administration and the Accounts Department, and that they can have a very real impact on all areas of the business.”*

## **Who are Document Genetics?**

Document Genetics is a UK based company (located in Northampton) providing a comprehensive range of document management solutions to over 400 customers. We enable our customers to realise and address the need for a document strategy and help them identify and implement the correct solutions.

# Case Study



For more information on this solution, please contact Document Genetics.

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