

Q-Pulse®

CASE STUDY

Q-Pulse enables Terex Trucks to improve business performance and product quality

In a bid to reduce non-conformances in their products and share best practice and efficiencies which would allow the business to rapidly react to changing organisational and industry requirements, management at Terex Trucks identified that an automated and electronic quality management product was required.

Q-Pulse has allowed Terex Trucks to manage all business processes centrally and improve product and service delivery to a global customer base.

Describing the requirement scope of any new system, Martin Dolan, Quality Manager at Terex Trucks, said: "The system we chose had to be able to handle running our entire operations. From managing our operational documents in line with ISO 14001, 9001 and 18001 to our internal, external and supplier auditing requirements, the chosen system had to be robust enough to automatically enable us to stay in control and operate as efficiently as we possibly could.

"As well as this, any product we implemented had to act almost as a CRM for the management of customer feedback, activities and historical performance, and be a central database for the management of our assets including calibrations, maintenance and safety equipment management and any issues or non-conformances related to that. Basically, we were looking to introduce a system which was easy to use, transparent for everyone in the business and would increase the accuracy of data which was emerging."

Martin added: "In today's industry and global complexity, it's required that you have tools and systems in place which are user friendly, easy to understand and efficient. Having a good QMS in place would help us deliver excellent products and services for our customers, which is one of the main things we wanted to achieve."

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Martin Dolan, Quality Manager



BENEFITS

- Improvements in product quality due to awareness of potential internal failures and reliable data
- Recorded customer issues almost halved, enhancing customer satisfaction
- Increase in efficiency improvements through better visibility and closure times of non-conformances
- Improved management of internal and external corrective actions delivering quicker responses and conclusions to customer issues
- Machinery inspection and admin costs reduced; maintenance and breakdown instances have greatly improved
- The entire organisation is focussed on ISO 9001:2015 certification
- Easier to demonstrate robust systems and procedures for all external audits including ISO

How did Q-Pulse help Terex Trucks improve business performance and product quality?

Terex Trucks implemented Q-Pulse, quality management software from Ideagen, to enable them to streamline their operations in line with current regulatory, operational and economic challenges. With Q-Pulse managing their operational processes electronically – including compliance to a range of business critical ISO standards – Terex Trucks is now a more diverse, flexible and resilient organisation which can stand up to the demands of its industry.

Martin added: “Due to its ease of configuration, Q-Pulse is core to our overall business management system and has enhanced our ability to meet industry and regulatory demands, as well as internal performance demands at the same time.

“The system allows us to be able to rapidly react to changing business needs, such as changes and configuration tweaks to our production processes. This in turn makes us an agile organisation and enables us to rapidly respond to our customer’s needs. We feel that we are able to cope with any challenge put before us whether it be operationally or regulatory.”

Since implementation of Q-Pulse in 2012, the software has helped Terex Trucks achieve a number of operational and financial goals including:

- Increase in process efficiency
- Major improvement in response and closure of customer issues
- Saving in admin costs
- Major efficiency savings due to improved maintenance and breakdown levels
- Significant reduction in management of defect materials in other global locations

Martin added: “Having a good QMS helps us be more responsive to our customer needs, be an excellent place to work for our team members as well as providing us with results that demonstrate that we are running an efficient business to our stakeholders.

“Ideagen and Terex Trucks has since built up an excellent working relationship. It would be very easy to say that we needed a tool which would give us a platform to start building a QMS because, although Ideagen provided us with the tool, they were much more than that for us.

“Through Q-Pulse, we’ve developed and implemented improved procedures making the business much more efficient. It is now easier for people to find information and clearer for them to follow and understand procedures. This means that we are seeing an increase in productivity levels and a reduction in material waste.

“We, like many businesses in the UK, are ISO 9000, 14001 and 18001 certified and we are subject to external audits. What Q-Pulse has done for us is made it easier to demonstrate we have robust, excellent systems and procedures in place and it is actually pleasing for our ISO auditors when they come in, as every piece of information they require can be found in Q-Pulse.”



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Martin Dolan,
Quality Manager



About Terex Trucks

Based in Motherwell, Scotland, Terex Trucks comes from a strong hauling heritage, producing robust, reliable articulated and rigid dump trucks for the most extreme of hauling applications. The company produces hundreds of units every year which are exported all around the world, from the coldest regions of Russia to the hot desert of South Africa.

Terex Trucks has been manufacturing off-highway dump trucks from its facility in Motherwell since 1934.

Improve business performance and product quality with Q-Pulse, contact Ideagen today.

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