



Hillphoenix transforms inspection process with Nintex Forms and Workflow

Nintex helps Hillphoenix embrace the digital era by improve the way its employees work.

Organization

Hillphoenix

Website

www.hillphoenix.com

Industry

Manufacturing

Country

United States

Business situation

The company's line inspection process was manual, paper-based and done from memory each time. The existing process increased the risk of errors, wasted inspection time with paper forms, limited tracking records, necessitated hefty excel files, and delayed reporting.

Solution

Using Nintex, Hillphoenix's IT team built mobile inspection application that ensures every aspect of a unit is examined, defects are recorded with standardized terminology, and pictures can be captured and electronically attached to the inspection record.

Benefits

20% decrease in defects per unit

17% decrease in warranty claims

Improved accuracy of inspection data and empowers real-time reporting

Leader in energy-saving refrigeration needed a productivity boost

Hillphoenix, a brand of Dover Food Retail, part of Dover's Refrigeration & Food Equipment segment, is the leading manufacturer of commercial refrigerated display cases and industrial refrigeration systems. The company is highly-regarded for having developed energy-saving refrigeration technology to drive sustainability efforts in the industry, however it struggled to keep up with digital advancements in other areas – specifically the line inspection process for its large refrigerated display cases.

The company's line inspection relied heavily on handwritten paper notes – resulting in a manual, cumbersome and difficult to track process. This increased the risk of errors, wasted inspection time with paper forms, limited tracking records, necessitated hefty excel files, and delayed reporting.

First pass yield (FPY) is a fundamental metric at Hillphoenix, and reaching the FPY goal is dependent on recognizing defects in the process as quickly as possible so they can be corrected, and quality can focus on driving continuous improvement efforts. "The line-inspection is one of our most critical quality processes," shares Hillphoenix Quality Manager Justin Parker. "In order to meet our FPY goal, we needed to eliminate any risk of inaccurate inspection data and enforce the same inspection process every time."

An added challenge to the inspection process was that inspectors worked from memory and experience – there was no way to ensure the same procedure and steps were followed for every inspection. Additionally, all defects were marked in handwritten notes without standardized terminology, the accuracy of inspection data hinged on an individual's ability to readily analyze handwritten notes.

Digitization drives standardization

Hillphoenix's Quality Team sought a digitized and mobile solution to standardize, streamline, and improve the overall accuracy of its inspections.

The quality team started by defining the line inspection process requirements and standardizing the terminology used for inspections. The new solution needed to ensure that every inspection followed the same examination process and allowed for faster data recording and analysis.

Now, they just needed to find the right technology to enforce the process.

Hillphoenix brought on Office 365 Consultant Mike Walsh to implement a solution. The answer was found in Nintex Workflow and Forms for Office 365, Nintex Mobile, and Nintex DocGen®.

"Hillphoenix needed to transform what was an entirely paper-based process to a digital process, and Nintex was the obvious way to make that happen," shares Walsh. Using Nintex Workflow and Forms for Office 365, Walsh built a mobile application that inspectors access from a mobile device to complete the inspection process.

Now with Nintex, each inspector scans the item to be inspected on a mobile device and then works through a checklist of items. If there are any defects or repairs needed, inspectors take photos with the device and submit them with the inspection data. Once submitted, all inspection data is recorded and tagged in a SharePoint online library, with any photos attached to the specific record. If defects are found, an inspection report is generated with Nintex DocGen®, shared with the rework facility and the unit is labeled for repair.

Inspectors' day-to-day duties are streamlined, and the new process also allows for just in time reporting as inspectors can capture and share notes immediately – all while reducing costs for their customers. The inspection checklist and form ensure that each unit is inspected properly and consistently examined using only standardized terminology for any defects.

Walsh adds, "The Nintex solution helps the Hillphoenix quality team scale and be more agile. All inspection processes are now standardized, so no matter the skill the same processes occur each time."

The digitized inspection process has brought new focus on the lean six sigma culture at Hillphoenix. Everything an inspector requires to do their job is now digitized and readily available from the inspection line – giving them more time for a thorough and accurate inspection. The new process has improved the accuracy of inspection data, reduced the risk of errors, standardized the inspection process, increased the efficiency of inspections and made data more readily available for analysis.

“Transforming this process with Nintex helps us achieve our quality goals – eliminate waste and reduce defects. With Nintex we’re able to enforce and standardize the process. Our inspectors are more efficient, our data is more accurate and readily available, and we are embracing digital transformation. All of this helps reduce our costs, improve the quality of our products and ultimately improve our customer experience and satisfaction.”

— **Justin Parker**, Quality Manager, Hillphoenix



Driving a Lean culture with Nintex

Since introducing the Nintex solution in Q2 2018, internal Defect per Unit has decreased by 20 percent and the number of manufacturing related warranty claims has decreased 17 percent. Thanks to Nintex, Hillphoenix has completely dissolved the use of paper forms and executed 3,000 digitized inspections in the month of August alone, the last month of its peak production season.

The Nintex inspection process has been rolled out for all refrigerated cases built in the Hillphoenix Case Division, with plans to expand to other facilities within Dover’s Food Retail Group. With Nintex, Hillphoenix is automating all of its final inspection processes that, up to this point, have been primarily paper-based.

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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