

Success case

# Gestamp Reduces Production Printouts by 50% and Improves Document and Information Quality



Gestamp is an international group focused on the creation, development and manufacturing of components and metal sets for automobiles. It is currently present in 18 countries and has 57 production centers and 13 I+D+i centers (meaning “Research + Development + Technological Innovation” in Spanish) with over 13,500 employees. The company's 2008 earnings totaled € 2.4 million. Through the use of global solutions, Gestamp has become a reference provider for clients such as Volkswagen, Ford, PSA, Honda, Porsche, BMW, Fiat and Iveco, among others.

Website: [www.gestamp.com](http://www.gestamp.com)

Segment: Automotive

Products: [SoftExpert EAM](#) - [SoftExpert ECM](#)

Certifications: [IATF 16949](#) - [ISO 14000](#)

## Challenge

The non-conformities generated during each external audit due to deficient document management affecting each area, as well as the need to integrate documents throughout the entire organization were the main needs that prompted Corporation Gestamp to invest in SoftExpert solutions. SoftExpert Suite is designed for document and quality management with a focus on maintaining the IATF 16949 and ISO 14000 certifications.

The system minimizes management time by cutting down on the bureaucracy and automating most of the actions that before were developed using countless model and structure spreadsheets that, over time, became obsolete, requiring constant revision and reevaluation.

## Solution

- To manage the non-conformities generated with every audit due to deficient document management affecting each area.
- Improve document management automation to simplify and streamline the document flow of each area and that linked to the different departments.
- To significantly reduce the time loss cost due to increased bureaucracy because the company lacked a system that automates most management processes.
- To motivate the areas to assume their responsibility for document management, granted that a high percentage of this task falls under the responsibility of the quality area.
- To improve calibration management by transferring the use of a bureaucratic, simplistic and limited model found on the Intranet to a professional software package widely recognized in the market.

## Results

- Boosted productivity.
- Reduced costs.
- Compliance with international quality regulations (ISO 9000).
- Production printouts cut in half.
- Savings through improved document management quality and access to information in all areas.
- Optimization of management times through reduced bureaucracy and the automation of most actions, together with the replacement of spreadsheets and structures that have become outdated and required permanent revisions.
- Users more motivated with the document management improvements, primarily the production area, which before considered it a waste of time.



**At certain plants, we estimate a 50% reduction in production printouts with our plans to automate all control posts. But the greatest savings can be seen in the improved document and information quality in all areas.**

Gonzalo Comba - Gestamp Corporate Quality Manager

## SoftExpert Differentials

- Possibility of using the same document structure as before, ensuring that the work completed over a period of several years is not wasted.
- Employees with a longer history at the company can easily adapt to the new system, due to its similarity to Windows.

## Benefits/Results

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**Users feel more motivated when seeing real results from the reduced bureaucracy and automated actions, primarily in the production areas, which normally consider document management to be a waste of time.**

Gonzalo Comba - Gestamp Corporate Quality Manager

## About SoftExpert Argentina

SoftExpert Argentina represents SoftExpert solutions in Argentina. Headquartered in Buenos Aires, the company has a client portfolio covering a range of sectors, including the oil, mining, chemical and pharmaceutical industries.

## About Softexpert

Along with its network of national and international partners, SoftExpert provides implementation, training, hosting, validation, support and technical assistance services to ensure that customers always get the maximum return on their investments.

SoftExpert is a market leader in solutions for management excellence, providing software and services for improvement in business processes, regulatory compliance and corporate governance.

Founded in 1995, SoftExpert currently has more than 2,000 customers and 300,000 users worldwide. SoftExpert solutions are used by corporations of all sizes and in all kinds of industries, including manufacturing, government, pharmaceutical, hospitals and labs, financial services, high-tech and IT, education, energy and public utilities, logistics, retail, services and many others.