

# Bucher Emhart Glass Chooses TrackWise



## Business Challenge

Bucher Emhart Glass is a global solution provider for the glass container industry with production locations in Sweden, United States, China and Malaysia. With a long history of manufacturing market leading container glass machinery, the company wanted to continually drive customer satisfaction and maintain a competitive advantage through established quality initiatives, striving to make quality part of their daily activities.

**BUCHER**  
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## Company Overview:

*Name: Bucher Emhart Glass*

*Industry: Glass Container Manufacturing*

*Distribution: Global*

*Revenue: €304m (as of 2012)*

*Employees: 2,000+*

*Solution: TrackWise*

## Solutions

Initially, the company was in search of a complaint management system, as their current system didn't support the latest processes in place. When evaluating Sparta Systems' TrackWise Enterprise Quality Management Solution (EQMS), they realized that the solution could help them do more than just complaints management.

With TrackWise EQMS, Bucher Emhart Glass saw the opportunity to simplify what they were doing, eliminating multiple systems to address quality issues. By leveraging a centralized system, they could establish standardized quality processes throughout the organization, improving performance, productivity and allow them to have total visibility across all business areas.

Overall implementation transpired in just under 12 months, deploying both TrackWise EQMS and TrackWise Analytics. The team at Bucher Emhart Glass was able to streamline procedures for quality issues, providing the detail of required actions to be taken within a given process and assign an owner for each step in the process. Implemented processes included:

- Complaints
- CAPA
- Customer Parts Return
- Deviations
- Effectiveness check
- Customer replacement order

- Investigations
- Internal parts return
- Internal replacement order

In addition, critical supplier quality processes, audit capabilities and inspection protocols are effectively managed to ensure quality performance.

## Results

To date, the company is using TrackWise EQMS to run nine quality-related processes across twelve locations, providing the needed transparency regarding the current state of any issue at any time. As part of the implementation projects, they were also able to eliminate seven duplicate/legacy systems, including legacy complaint handling systems, deviation reporting systems, and multiple quality tracking report systems.

Recently, the Bucher Emhart Glass project team conducted an internal survey of its Sparta Systems' TrackWise EQMS users. More than 80% of users found that TrackWise EQMS clearly showed responsibilities and status of quality records throughout the organization, providing transparency and visibility to ensure quality and customer satisfaction. In addition, 73% of users considered TrackWise EQMS better at tracking the status of quality issues when compared to the previous quality systems, with nearly 65% indicating that TrackWise EQMS performed measurably better than those previous systems. Overall, more than 70% of respondents believed that TrackWise EQMS was user-friendly, helping to ensure rapid adoption across the company.

With TrackWise EQMS, they have the visibility and the required metrics for actions to be taken on a timely and efficient basis. The company has also eliminated the hours spent developing charts and presentations based data collected from disparate systems and locations. Instead, they've created standardized reporting documents for internal and external needs, leveraging the data captured by TrackWise EQMS.

## Benefits

- Reduced costs by eliminating disparate, standalone systems
- Improved efficiencies by streamlining communications and eliminating duplicate work
- Provided better visibility and transparency into quality processes across global locations
- Increased customer satisfaction through timely issue resolution

*"As director of global quality, I can see all of the deviations and all of the complaints. And with the TrackWise Analytics, we're now getting full transparency into our quality processes. We can see the actual power of what TrackWise can do."*

**- David Brown, Director of Global Quality and Health & Safety, Bucher Emhart Glass**

Founded in 1994, Sparta Systems is the world's premier provider of cloud and on-premise quality management software. We offer the solutions, analytics, and expertise that speed up quality and compliance. Companies in life sciences, consumer products, discrete manufacturing and more, rely on Sparta. Learn why at [www.spartasystems.com](http://www.spartasystems.com)