



311 USERS, ZERO SILOS

The Hydraulic-Tools Giant That Rewired
Quality Management in Record Time





CUSTOMER OVERVIEW

The customer is a global hydraulic tools leader, specializing in high-force tools, torque and tension systems, and precision lifting solutions that help industrial teams move, lift, position, and secure heavy loads safely. With a legacy of engineering excellence and a strong international footprint, the organization serves demanding industries where reliability, safety, and uptime are business-critical.

They recognized the need to modernize their quality management system when their manual, siloed quality processes were causing delays and inconsistencies.

Going forward, we will share how a global hydraulic tools leader transformed its quality management approach by implementing the Qualityze EQMS Suite in record time. The system helped unite 311 users on a single platform and eliminate silos across departments. As a result, they build a closed-loop, collaborative, and compliant quality ecosystem that drives efficiency, enhances visibility, and supports continuous improvement on a global scale.





UNDERSTANDING THE CUSTOMER'S BUSINESS CHALLENGE

After decades of growth and global operations, the company's quality management was heavily reliant on manual workflows – from spreadsheets to email threads. Each department handled quality in its own way, leading to disconnected data silos and inconsistent processes. Important information (like non-conformance reports and safety incidents) was hard to track and prone to delays, and the lack of a unified system made it difficult to maintain compliance and share learnings across teams. The global hydraulic-tools powerhouse needed a configurable electronic solution to support their business needs.

KEY CHALLENGES INCLUDED

- ✓ **Lack of Visibility:** With quality data scattered in different places, management had limited real-time insight into issues and trends.
- ✓ **Inefficiencies and errors:** Manual tracking and reporting led to duplicated efforts and a higher risk of errors or overlooked items.

- ✓ **Compliance Risks:** Keeping up with industry standards and regulatory requirements (ISO, safety regulations, customer mandates) was harder without a centralized system to enforce processes.
- ✓ **Siloed teams:** Quality, manufacturing, and EHS (Environment, Health, and Safety) teams were not on a common platform, making collaboration difficult and slowing down response to quality events.

Recognizing these pain points, the company set out to find a modern Enterprise Quality Management System (EQMS) that could replace their manual processes with one integrated solution. The goal was clear: unify all quality-related activities, including non-conformance handling, corrective actions, document control, and even safety incident management, on a unified, user-friendly platform. This would eliminate silos and empower the organization with real-time visibility and control over quality across all departments and locations.



SOFTWARE SOLUTION & STRATEGY

After evaluating several solutions (including leading QMS vendors), the company selected Qualityze Intelligent EQMS Suite to lead its quality transformation. The decision-makers, led by the Quality Director, were impressed by Qualityze solutions' flexibility and one-stop solution approach. Qualityze met all the criteria: it was configurable to the company's unique processes, comprehensive enough to cover all Quality and EHS requirements in one system, and built on a robust cloud platform to ensure scalability and security. Following personalized demos and even a hands-on sandbox trial, the team gained confidence that Qualityze could seamlessly replace their outdated processes with a connected, future-proof system.





IMPLEMENTATION: IMPACT & VALUE DELIVERED

Qualityze's implementation team worked closely with the client to configure the EQMS Suite for 311 users across the enterprise. Despite the large user base, the rollout was completed in record time – a testament to the platform's cloud-based agility and the collaborative planning between Qualityze and the client. Minimal disruption was experienced during deployment, and users quickly adopted the new system thanks to its intuitive interface and familiar Salesforce-based navigation (which eased the learning curve).

TAILORED SOLUTION & STRATEGY: THE SOLUTION WAS TAILORED TO ADDRESS THE COMPANY'S SPECIFIC CHALLENGES HEAD-ON

Integrated Non-Conformance Management:

A dedicated Non-Conformance (NC) portal was created to simplify how employees report and track quality issues.

Qualityze even introduced a two-way email communication feature within the NC process, so that interactions between the company and its customers or suppliers on a quality issue are automatically tracked in one place. This ensured no customer feedback or corrective action fell through the cracks.

 **Document Control and Accessibility:** A Document Management portal gave all 311 users instant access to the latest procedures, work instructions, and quality documents from a single source. This eliminated the confusion of multiple document versions and made it easy for every employee to find up-to-date information, whether on the shop floor or in the office. All portals were conveniently accessible via the company's intranet, providing a familiar entry point and encouraging user adoption.

 **EHS Incident & Safety Integration:** Qualityze's EHS solutionS extended beyond traditional quality modules to encompass Environmental, Health, and Safety processes. An Incident and Safety Observation portal was implemented for reporting workplace safety issues and near-misses. The system came with innovative features like an interactive body map in the incident module to capture injury details visually, helping the company improve its safety reporting and analysis.

IMPLEMENTATION: IMPACT & VALUE DELIVERED

By integrating EHS incidents into the same platform, Quality and EHS teams could collaborate more closely, ensuring that safety concerns are addressed with the same rigor as product quality issues.

✓ **Global and Regulatory Support:** Because this was a global organization, Qualityze enabled multi-language support so that users in different countries could use the system comfortably in their local language. The solution also introduced Material Compliance forms (covering regulations like 3TG conflict minerals, REACH, and RoHS) to ensure the company's products and suppliers meet all required compliance standards. Qualityze essentially baked compliance checks into the process, reducing the burden of manual compliance tracking.

✓ **Supplier and Sustainability Performance:** To help the company manage quality holistically, Qualityze configured Supplier Scorecards to evaluate and track supplier performance on quality metrics.

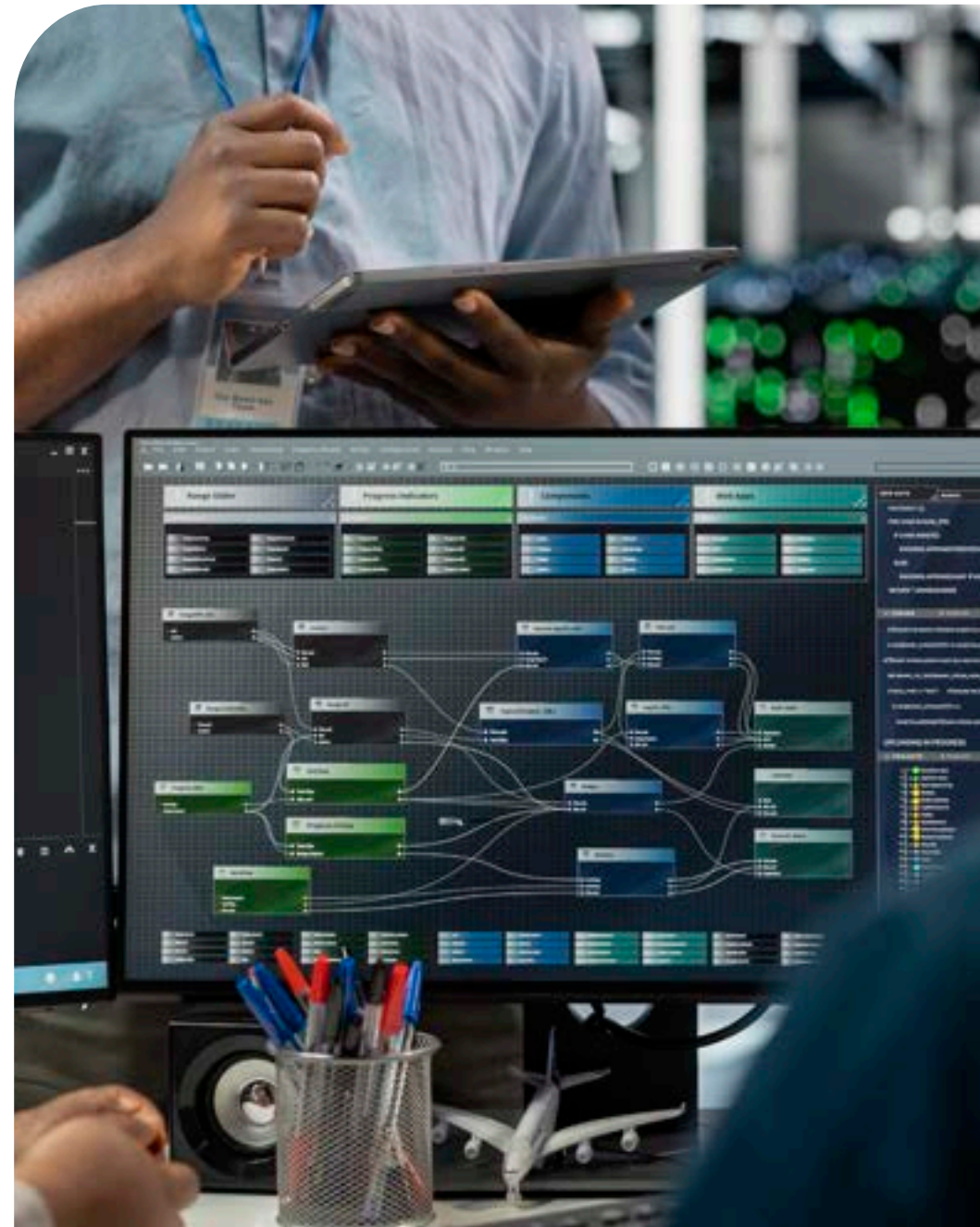
Additionally, Sustainability and HSSE scorecards were created, along with Ambassador scorecards, to support the company's broader business requirements and corporate responsibility goals. These features gave management a clearer view of quality and safety performance not just internally, but across their supply chain and corporate initiatives.



IMPLEMENTATION: IMPACT & VALUE DELIVERED

By consolidating all these functions into one EQMS, Qualityze effectively replaced a patchwork of manual tasks and legacy tools with a cohesive, automated workflow. The strategy centered on configurability – the system was configured to mirror the company's processes (rather than forcing the company to change its processes), which greatly eased the transition. Workflows for handling CAPAs, audits, change management and more were all unified under the Qualityze platform, ensuring every aspect of quality was connected.

Moreover, our solution proved to be scalable and future-ready. In fact, after seeing the immediate improvements in quality operations, the company decided to expand the system's use beyond Quality, leveraging it for EHS management (as planned) and even extending into the Service department to track and manage service projects. This expansion demonstrated the versatility of the Qualityze platform to support various operational areas while maintaining a single source of truth.





ENTERPRISE BENEFITS

Implementing Qualityze EQMS Suite delivered tangible enterprise-level benefits for the global hydraulic-tools leader. By transitioning from manual processes to a centralized digital system, the company achieved improvements in efficiency, compliance, and collaboration.

KEY OPERATIONAL BENEFITS INCLUDE

- ✓ Brought 311 users onto one shared quality platform, removing silos and making collaboration easier across global teams. Everyone now works from the same real-time information, from engineering and production to safety and leadership.
- ✓ Replaced manual tasks and paperwork with automated workflows that save time and reduce effort. Teams can resolve non-conformances, CAPAs, and audits faster, helping minimize delays and production downtime.
- ✓ Created one reliable source for quality and EHS data, giving leaders instant access to dashboards and reports. Metrics that once took days to compile can now be tracked in just a few clicks.
- ✓ Provided organization with a scalable platform that can support EHS, Service, ERP integration, and supplier collaboration. The company can expand its capabilities over time without rebuilding its quality ecosystem from scratch.
- ✓ Standardized quality processes across departments and locations for greater consistency. Complaints, changes, audits, and related activities now follow clear workflows with more predictable outcomes.
- ✓ Strengthened compliance by embedding approvals, e-signatures, verification checks, and audit trails into daily processes. Teams can meet ISO, quality, and safety requirements with greater confidence and less audit pressure.
- ✓ Improved communication between internal teams, customers, and suppliers through connected two-way collaboration. Stakeholders stay aligned, informed, and focused on resolving quality issues together.
- ✓ Reduced operational costs by consolidating disconnected systems and manual workflows into one cloud-based solution. Less time is spent on admin work, error correction, and legacy IT maintenance.



ENTERPRISE BENEFITS

These benefits show how transforming quality management solves immediate issues while enabling you to establish a stronger foundation for continuous growth and innovation in the company's operations.

The global hydraulic-tools powerhouse was able to turn a complex quality challenge into an opportunity for enterprise-wide innovation – and they did it faster than anyone thought possible. Qualityze provided the technology and partnership to make it happen, but the real story is about an organization that refused to accept “business as usual,” and replaced the fragmented, manual routines with a unified, future-ready quality ecosystem.

Contact the Qualityze team if you also want to join the league of innovation leaders in the world of quality.



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Existing QMS into
Quality Decision
Making Engine

