

Success Story

«The shop floor data collection tisoware.BDE delivers the current shop floor data to the company system proALPHA.

The cooperation with tisoware is excellent, and we will further optimize and extend our IT system together with our software partners.»

**Bernd Linhard -
Project manager**



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Sembach GmbH & Co KG, Lauf

Quality assures long-term success

The customer's expectations with regard to product and service quality increase. Sembach GmbH & Co. KG, as leading manufacturer of technical ceramics, meets this demand thanks to shop floor data collection and strict quality management.

For almost 100 years, the company has been manufacturing technical ceramics. The quality advantages are based on high innovative power, extensive technical know-how and an efficient quality management system certified to ISO 9001. With its 400 employees, about 500 permanent customer relations, use of approx. 3,000 tons of raw material each year, presence at two large annual trade fairs and 15,300 quality inspections per month, Sembach is the leading manufacturer of ceramics parts.

Sembach manufactures top-quality ceramic parts for vehicles, electric cookers, high-frequency technology, household appliances, devices of the heating and air conditioning sector, fuse boxes and switch cabinets, laser cutting machines, mechanical and medical engineering and much more. "The customer will not longer be satisfied with being offered just a functioning ceramic part. Today, the customer has special demands with regard to reliability, durability and characteristics", underlines Dipl. Ing. Martin Sembach, the founder's great-grandson who has been managing the company owned by the fourth generation of the family since 1998.

ERP/PPS system proALPHA with tisoware

When restructuring the IT infrastructure, the customer wanted a system by means of which the entire company and all development and manufacturing stages may be shown at the touch of a button. After a strict selection process, the management decided in favor of the software solution by proALPHA and the Reutlingen-based company tisoware Gesellschaft für Zeitwirtschaft mbH. "The basis for our quality management is our ERP/PPS system proALPHA in which electronic time & attendance tisoware.ZEIT and shop floor data collection tisoware.BDE are integrated», explains Bernd Linhard, head of customer service and work planning, who is responsible for project management at Sembach.

This solution allows, among others, a central personnel master data management, time attendance recording and creation of an interface to gross wage determination Varial. "The shop floor data collection tisoware.BDE delivers the current shop floor data to the company system proALPHA", explains Linhard. Precisely, tisoware.BDE delivers numbers of pieces, working times, data about labor utilization and all information about processed material lots. For data recording, there are terminals equipped with user-friendly bar code scanners available in the production facilities.

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The employees enter their working times and all work steps on the Kaba Benzing terminals by means of a badge with bar code. An ID card or feedback card with bar code accompanies each material lot and each unit through production.

“The routing plan, in which a parts list is stored, allows determining exactly who has done which task using which material and when”, underlines Linhard. This traceability in production is an essential element of the quality management system at Sembach and is also used for post-calculation.

Safety through quality stops

The quality stops specified by shop floor data collection are decisive for the specific requirements when manufacturing technical ceramics. Individual lots are checked during the entire manufacturing process, and measures are taken for statistical control. The manual control after production, i.e. the visual inspection of the manufactured parts, guarantees top quality. Defective pressed, die-cast or drawn ceramic parts may thus be detected by quality assurance, for example, before the sintering process in the kiln. Faulty parts may be separated, scrap parts are avoided, and the valuable raw material may be used again. Bernd Linhard says: “The production process may be continued after a previous quality check and explicit release by specially authorized persons.»

In order to document all quality assurance measures, an extra QSID card with bar code also accompanies the material lots and goods in addition to the feedback card during the production process. Like this, all production steps may be tracked in detail, and Sembach achieves a very high transparency and information about any necessary interventions in production.

Employees are happy about user-friendliness

Every single employee was delighted about the introduction of shop floor data collection tisoware.BDE and time keeping tisoware.ZEIT. After the people in charge for IT had been trained by tisoware employees, company-internal trainings were carried out in a coaching process. Linhard: “The works council and all employees liked the clear structure and the extreme user-friendliness of tisoware from the beginning.”

On 03.12.2001, the entire operations at Sembach were changed in one «big bang” to proALPHA with tisoware without any major troubles in the operating processes. “We did not dare to hope that, to be frank”, remembers Linhard who was present on site with the entire project team when introducing it in production.