

Criterion
Tool & Die Inc.



When failure is not an option.

About the customer:

Precision manufacturing company digitizes thousands of documents which improves work process efficiency, boosts productivity, and reduces stress from document retrievals during audits.

Challenges:

- Manual process for storing and maintaining thousands of documents
- Time-consuming and inefficient document retrieval process
- Document search and retrieval during audits created challenges for employees



“We were being buried alive by paper. We had boxes of documents everywhere, from the conference room to the ladies’ room. We are obligated to maintain our records for the lifetime of our products, so we had to find a better way to store them.”

-Kellyanne Gottschalk
Marketing & IT Coordinator
Criterion Tool & Die Inc., Brook Park, OH



A third-generation family-owned company founded in 1953, Criterion Tool & Die Inc. manufactures precise components for no-failure industries such as medical, aerospace and photonics. With its 32 employees, Criterion Tool & Die Inc. builds and supplies parts for several hundred customers and also develops prototypes based on specific requests.

Failure is not an option

As per the “no-failure” requirements, components manufactured by Criterion Tool & Die Inc., cannot fail once the devices are implanted in patients, installed in planes or in other equipments. Consequently, government regulations mandate that Criterion Tool & Die Inc. retains documentation about the parts it supplies for the lifetime of the products and instruments. The company must also produce all supporting documentation in a timely manner when requested for audits. These requirements resulted in thousands of paper documents stored in the company’s facility over many years. The paper and large storage space made locating documents time-consuming and difficult.

Digitizing years of information

After considering several document management solutions, Criterion Tool & Die Inc. chose DocuWare. The company purchased its own servers and is currently maintaining 16,500 documents, digitized from nearly 100 big banker boxes and file cabinets. With a dedicated person who performs regular document scanning, 50 to 100 documents are being added on a weekly basis, including current and also some historical documents, which are still being digitized.

All of the parts shipped during the week are now entered into the DocuWare system. Every manufactured part becomes a record in the DocuWare archives, which includes the part’s dimensional drawings, copies of the inspection reports, certifications of the material and purchase order. “If I can’t find something, it must be with the company’s Marketing & IT Coordinator. “It changed the dynamics of how we do things here.”

Retrieving documents digitally reduces man-hours, paper consumption and stress levels

In addition to clearing the office space, the DocuWare solution tremendously decreased document retrieval time. Instead of locating boxes and then records within the boxes, information about parts can be retrieved nearly instantly. The company is saving approximately 10 man-hours a week by being able to retrieve the files digitally. The speed and convenience of the digital solution became particularly important during audits. Prior to DocuWare use, audit preparations took several hours, but now the documents can be found by inputting job numbers and retrieving the records.

“The biggest time save is being able to pull the document instantly,” says Gottschalk. “Having the information available instantly also greatly reduced employee’s stress levels during audit-preparation time”, she adds. “We know the job number and we can just look them up and produce documents on demand right in front of the auditor.”



On-the-job training stations make it even easier for employees to start using DocuWare solutions.

The company uses DocuWare for a variety of needs, including retaining documents for the FDA, quality management system and preventative maintenance on machines and equipment. Additionally, they store employee and client records along with external documents used by the quality department. The company also installed DocuWare stations on its shop and office floors so that employees could be trained to retrieve records electronically. According to the company's internal records, using DocuWare helped save 41 trees just this year and several hundred dollars in paper costs.



“We use DocuWare in so many ways now. It’s so easy to use and so user-friendly. It became an integral part of everything we do here.”

- Kellyanne Gottschalk
Marketing & IT Coordinator
Criterion Tool & Die Inc., Brook Park, OH

Discover how Ricoh can streamline your manual processes and help you better support your remote workforce. [Contact us now.](#)



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