

## Grayhill

### Industry

Manufacturing: Electronics

### Application

Customer Corrective Action System (CCAS)

*“The Webcom solution allowed us to consolidate all of our customer corrective actions in one system and enable web access across the entire organization, including our customers, resulting in cycle time improvements and increased customer satisfaction.”*

### Ken Hoving

VP, Corporate Quality  
Grayhill, Inc.

## Webcom Solutions

### Responsability

- Customer Return Processing
- Corrective Action Handling

### Webcom Professional Services

- Implementation Support Project
- Management
- Business Process Management

### Challenges

- Customer corrective action requests in multiple subsystems
- No way for sales people and customers to get a single consolidated view
- Issue resolution cycle times too long, affecting customer satisfaction

### Results

- Single integrated system providing greater productivity
- Key customers greatly satisfied
- Days reduction in customer corrective action request cycle time
- Simplified access via web browser
- Goodwill costs and returns lowered
- Supports successful quality audits

Shortly after the solution was deployed, employees, customers and independent representatives were able to process and view CCAs from a single integrated repository with nothing more than a web browser. Days were taken off the cycle time to address a corrective action request, improving both productivity and customer satisfaction. Customers were impressed and confident during the quality audit process. Webcom's XWS integration capability keeps parts inventory up to date. The overall project was a success, including key customer recognition and accolades.

### **Business Challenges and Objectives**

Grayhill, Inc., a producer of high quality components servicing the commercial, industrial and military markets, needed to improve their customer return processing and corrective action handling processes. Customer corrective actions (CCA) needed to be visible from one integrated source and easily accessible by employee, customer and independent representatives on a global basis, both locally and remote. Additionally, Grayhill needed the solution integrated to their AS/400-based ERP system of record.

### **The Solution Approach**

Webcom's ResponsAbility solution was introduced to handle the workflow needs addressing customer returns and tracking the corrective action process. In order to insure rapid deployment, Webcom's expertise in project management and business process change management were utilized. Integration to the AS/400- based ERP system was carried out with Webcom's XWS (extended web services) capability.