



Hertzler Systems Inc.®

Turning Data into Knowledge

- Products
- Solutions
- Training
- Consulting

GainSeeker Suite: Corporate Standardization Pays Off

About Hertzler Systems

Hertzler Systems provides seamless, accurate data acquisition solutions for your business enterprise. We have been in this business for over 30 years.

We have a large and diverse customer base in service, transactional and manufacturing environments, including Consolidated Biscuit Company, Darden Restaurants, Pactiv Inc., McCormick & Company and Hormel Foods.

Our customers buy software and services from us because it is a good investment. With our assistance, they can easily acquire data in any process, analyze that data in real time, and instantly notify process owners of process variation. These capabilities help clients reduce costs, cycle time, errors and defect, and increase profitability and customer satisfaction.

These are our core competencies.

We turn data into knowledge.

Situation

A packaging manufacturer has dozens of manufacturing plants across North America. Corporate leaders want to standardize performance and drive continuous improvement across all facilities.

Critical Issue

The manufacturer competes in a highly competitive market that has slow or negative growth and razor-thin margins.

Reasons

To be profitable, corporate leaders must optimize performance and quality and minimize waste and defects. To ensure customer satisfaction and thereby maximize sales, corporate leaders need to know that staff have identified and resolved problems immediately. They also need to ensure that the customer receives the same product, regardless which plant produced it.

Vision

Corporate leaders envisioned a real-time data system that would standardize these functions and enable a common language throughout the organization. Such a system would empower staff at all levels with timely, actionable data so they could efficiently monitor plant and employee performance and drive continuous improvement.

Hertzler Systems Provided

Hertzler Systems provided GainSeeker Suite®, which was deployed across all facilities. The system has been in daily use for more than 20 years.

Results

Plants that use the knowledge provided through GainSeeker demonstrate notably higher performance levels than those that don't. "Most of our plant managers and their direct reports use GainSeeker every day. It helps them make better decisions, and enables them to drive up performance, quality and profitability," says a company quality engineer who regularly audits several of the facilities. "The language of the control chart and the real-time data in GainSeeker permeates our culture at all levels." "Leaders who don't embrace the tool are under performing, and they're being replaced," he adds.