



Selected by Microsoft as one of the premier manufacturing software providers.

Virtual Process is an easy to implement cloud-based software system that manages a company's manufacturing and operational procedures and personnel.

Customers increase productivity, improve quality, and gain traceability and reporting functionality.

Below are examples of companies that have implemented Virtual Process:

### **Using Virtual Process to manage internal manufacturing processes**

#### **The Problem**

Company A has been in the Printed Circuit Board business since 2001. They assemble and produce highly-complex circuit boards that require high standards of quality and short manufacturing lead times.



As the company grew to more than 1.4 million PCB's per year, they found it increasingly difficult to track detail on the shop floor. Employees were harder to manage and defects were on the rise. Due to the size of the company, it was almost impossible to identify error sources and there was little accountability.

In addition to managing internal challenges of producing high-quality products, customers were also starting to demand better traceability. These challenges were stifling the company's growth and causing them to lose money and opportunities.

## **The Solution**

Virtual Process was introduced in the winter of 2010. At first, the company elected to install the software in only one area. The software took just 2 days to implement, and within a few days, they saw immediate and drastic improvement in both quality and productivity in the area in which it was installed.

They measured a reduction in defects of almost 90% and an increase in productivity by 15-20% per employee.

Because Virtual Process ensured that employees were following proper procedures and being held individually accountable for all of their actions, the following two things occurred:

1) Employees were performing tasks as they should be performed and not in the “way they thought it should be done”

2) The company was able to quickly determine which employees performed well and which employees were struggling and needed attention.

Shortly thereafter, the company implemented Virtual Process companywide to over 50 stations.

After several months of using Virtual Process to manage its own manufacturing processes and personnel, the company experimented by allowing its clients access to some of the real-time reporting features of the software.

The company found that not only were their clients reassured that their procedures were being implemented properly, but they were able to follow the production as it was happening through the software and via automated email alerts.

Once the Sales Team heard about this traceability feature, they used it to pursue new lines of business that were once closed off. This customer traceability feature alone helped generate new revenue streams for the company.

Since the introduction of Virtual Process, the company has saved over \$500,000 in production costs and has more than doubled its business.