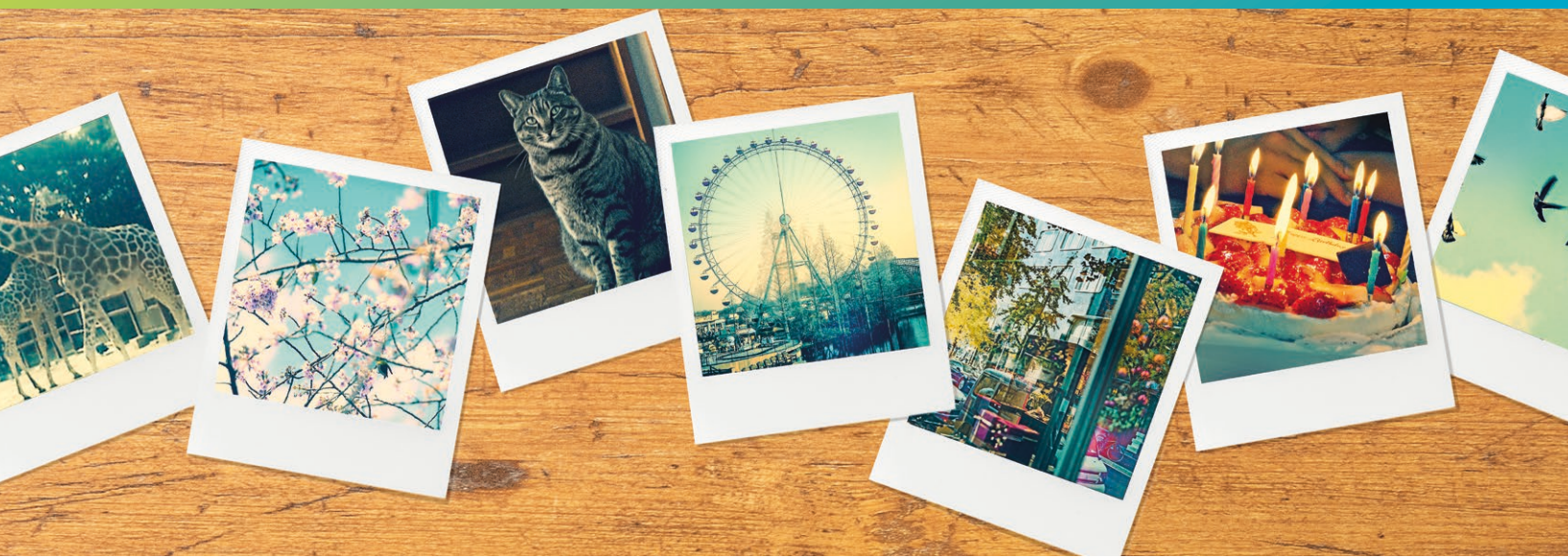


FUJIFILM Manufacturing U.S.A., Inc consolidates and coordinates processes using ETQ Reliance



For FUJIFILM Manufacturing U.S.A. Inc., it was all about unifying the company's systems.

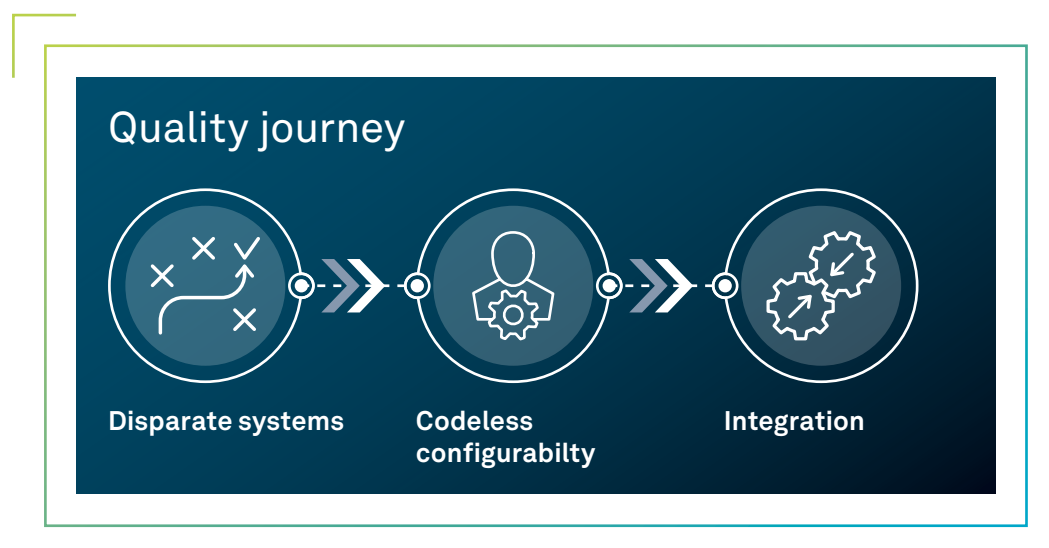
Located on a 500-acre complex in rural South Carolina, FUJIFILM Manufacturing U.S.A., Inc. boasts five state-of-the-art manufacturing facilities for producing conventional and digital PS printing plates, QuickSnap one-time-use recyclable cameras, color photographic paper, medical imaging products, and projection screen products. The complex is also home for the company's Greenwood Research Laboratories and FUJIFILM's largest distribution center in the world.

The business need

Managing quality and compliance across these facilities proved a challenge for FUJIFILM. Each facility used separate and different systems for managing document control, corrective and preventive action (CAPA), and change management. Some systems were electronic, some hardcopy, and others were a combination of both. As FUJIFILM began to establish site-wide quality and compliance guidelines, unifying and coordinating these disparate systems proved difficult. This resulted in extensive maintenance and administration of the systems, which became increasingly cost-ineffective.

The company decided to take a focused approach and determine exactly what it could do to consolidate its systems across the site. A team was formed to execute a needs analysis to determine what an ideal system should accomplish. The next step involved a gap analysis across all facilities to pinpoint where those needs were not fulfilled. This process allowed FUJIFILM to develop a strong set of criteria to not only define an ideal quality and compliance management system, but also to identify and correct gaps in its processes across the site.

With this set of criteria, FUJIFILM began its comprehensive search for compatible software vendors. The company was specifically looking for key features such as configuration, compliance, security, integration, pricing, and ease of use. The most important selection criterion was the primary functionality of a new system, which included meta-data support, custom reporting, full text searching, out-of-office processing, and routing flexibility.



Filling the gap

After gaining a thorough understanding of FUJIFILM's specific needs, ETQ had the opportunity demonstrate the capabilities of ETQ Reliance®, its web-based compliance management system to FUJIFILM representatives.

ETQ Reliance is a flexible, integrated software package that guides companies through quality and compliance management. ETQ Reliance allows users to configure workflows, forms, sections, and fields, including the use of intelligent business rules and the even look and feel of the application, all without expensive and time-consuming programming. ETQ's unique modular approach provides unparalleled flexibility and automation, and its modules are tightly integrated to deliver a best-in-class CAPA solution.

As FUJIFILM began the process of selecting a vendor, ETQ Reliance outperformed other vendors on several features:

Out-of-office functionality

As a global company, FUJIFILM associates are frequently out of the country for weeks at a time, which could hold up the approval process of various items. Having a web-based solution allows key associates to stay on top of the process from anywhere in the world.

Breadth and depth of modules

FUJIFILM was able to take advantage of the wide-range of modules that ETQ Reliance offers out-of-the-box. This enables FUJIFILM to consolidate multiple tasks into a single area.

Searching and configurable views

FUJIFILM currently maintains more than 200,000 documents across the enterprise, making quick retrieval of important documents difficult. ETQ's full text search capabilities enable users to execute multiple criteria searches, and users are able to create custom views of important documents sorted in any number of ways. These features afford FUJIFILM with increased visibility to company documents, thereby making the re-retrieval process easy and efficient.

Flexibility

FUJIFILM had a well-established compliance system in place, and it was important that the system the company chose have the ability to fit its compliance processes exactly. ETQ Reliance's flexible workflow engine enables users to configure all aspects of the process, without programming, allowing the system to mold to the way FUJIFILM does business. As a result, FUJIFILM can match its business processes and authorized staff members can easily change the system to adapt to any future changes in the company's compliance system.

In the end, ETQ Reliance stood out above the competition. "We used several different systems here, and when we evaluated their ability to function for us as a true enterprise content management system for our entire site, none of them were quite up to the task," says Chuck Brinck of FUJIFILM Manufacturing U.S.A., Inc. "I think what made ETQ Reliance stand out in the end, was its broad range of features and ability to be configured, which will enable us to change our system as our company grows and expands."

Reaping the benefits

FUJIFILM is already reaping the benefits of ETQ Reliance. Since implementing the web-based compliance management system, the company has combined its external audits into an integrated continuous assessment, greatly reducing the cost to maintain registration to both ISO 9001 and ISO 14001. Cost savings came through a reduction in the number of audits required, since there is no longer a need to perform both an ISO 9001 and ISO 14001 audit; shorter audits because of a centralized and consolidated document control, CAPA, and change management system; and fewer auditors utilized per audit since less auditing is needed.

“ETQ has been a smashing success for our end users at FUJIFILM. We continue to load new users and their documents daily and they love it,” reports Donna McCracken of FUJIFILM Manufacturing U.S.A., Inc.

As a result of systems consolidation, FUJIFILM reduced its number of servers from seven to three and reduced the number of software products to accomplish document control, CAPA, and change management processes from five products to just one-ETQ Reliance. Most notably, it lowered administration time from 1,500 hours per year to an estimated 750 hours and reduced overall yearly maintenance agreements by approximately \$60,000.

By capitalizing on the flexibility and customizable nature of ETQ Reliance, FUJIFILM now has the ability to quickly respond to change requests and enhancements. For example, prior to selecting ETQ Reliance, it took 2-4 months for the software vendor to respond to a request to set up a non-conforming materials module. The old process included holding design meetings and technology reviews, issuing user and functional specifications, building the system, testing, etc. “With Reliance we can cut out the technology review, the design meetings are much shorter and more focused, and the user requirement and functional specifications really aren’t as critical now, so we are closer to a 1-2 month time frame for implementation,” reports Chuck. “So far, we have been pleased with what ETQ Reliance has allowed our company to do, and we’re excited about what the future uses of Reliance will be and the additional benefits they’ll bring to our organization.”



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Donna McCracken,
FUJIFILM Manufacturing U.S.A., Inc.

Looking forward

FUJIFILM is already planning for the long term with ETQ. The company has implemented CAPA, change management, and document control and has plans to implement nonconformance, complaint handling, and auditing modules in the near future.

FUJIFILM's goal was to unify its sites and consolidate the company's quality and environmental processes. With ETQ's flexible software platform, the company successfully implemented an automated system across multiple sites and combined certain processes to cover both ISO 9001 and ISO 14001. As FUJIFILM moves forward it plans to expand ETQ Reliance to cover its process safety management and FDA regulations.

FUJIFILM Manufacturing, U.S.A., Inc. has utilized the robust features and modules of ETQ Reliance to coordinate compliance efforts across multiple sites, combine crucial processes for quality and environmental management, and expand its quality and compliance system for the long term.

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Chuck
FUJIFILM Manufacturing U.S.A., Inc.

About FUJIFILM

FUJIFILM Manufacturing U.S.A., Inc., was established in Greenwood, SC, in 1988. A wholly-owned subsidiary of FUJIFILM Corporation, Tokyo, Japan, the Fortune Global 500 company. FUJIFILM Manufacturing U.S.A., Inc., has grown to become the company's North American manufacturing and research and development headquarters.

FUJIFILM Manufacturing U.S.A., Inc. currently employs approximately 1,200 associates and has more than 2.5 million square feet of manufacturing space and represents a total investment in Greenwood, SC, in excess of \$1.5 billion. As one of the company's global manufacturing hubs, FUJIFILM Manufacturing U.S.A. Inc., plays a key role in FUJIFILM's strategic vision, serving customers throughout the United States, Canada, and over 40 other countries around the world.



ETQ, part of Hexagon, is a global leader in integrated quality management, health, safety, and environmental solutions for manufacturers. Learn more at [etq.com](https://www.etq.com).

Hexagon is a global leader in digital reality solutions. Learn more about Hexagon (Nasdaq Stockholm: HEXA B) at [hexagon.com](https://www.hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).