

CASE STUDY



SA ARMSTRONG

SA Armstrong Uses Field Eagle to
Digitize their Inspection Process





THE PROBLEM

SA Armstrong manufactures fluid flow pumps and heat exchanger systems for various residential, industrial, and commercial markets. One of the services most appreciated by Armstrong's customers is their custom-designed fluid flow and heating technology solutions. These custom solutions, designed by the company's fluid flow pump and heat exchange engineers, use off-the-shelf parts and components designed specifically for the solution.

Each custom fluid flow pump and heat exchanger requires an inspection checklist, ensuring the product never ships with defects. Inspections were done on a multi-page paper form, which travelled with each pump along the assembly line and was filled out at stations. Managers had to manually enter the form data from a completed checklist into a report on the computer. Also, it was not possible to include photos of the product, which is helpful when validating warranty claims.





“Our primary goal was digitizing our inspection process, which originally consisted of a multi-page, hard-copy checklist for each manufactured unit (daily volume is approximately 120 units and is expected to double in a few years). In addition to the obvious environmental benefits, our objectives were to improve the inspection speed & accuracy of our inspection process, introduce additional inspection features, and enable digital/cloud-based storage & retrieval.”

- Lan Bui, Lean and Continuous Improvement Leader



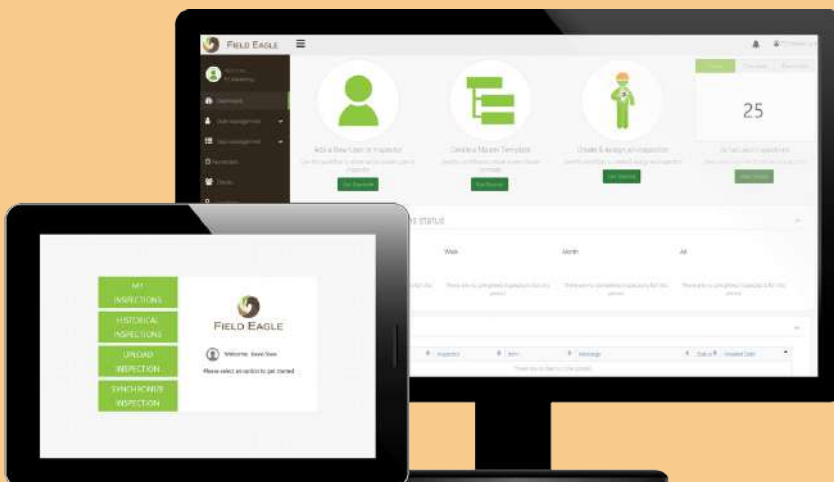
SOLUTION

Field Eagle provided SA Armstrong with a digital data collection solution to automate the quality assurance process and increase its speed and accuracy. The solution includes a tablet posted at each assembly station and a central company web portal. Managers build their checklist forms on the Field Eagle company web portal and assign them to the tablets on the manufacturing floor. Assembly line workers only see questions about their station on the form and can add photos as proof of quality. At the end of the assembly, the checklist is synchronized back to the Field Eagle cloud, where managers can access all the data on the Field Eagle company web portal. Furthermore, inspection reports are generated on the company web portal and shipped with each pump.



THE ARMSTRONG MANUFACTURING TEAM SAVES HOURS OF WORK WITH FIELD EAGLE

By using a digital solution, data collected is now centrally located in the cloud and reports are generated within seconds.



Field Eagle increases the speed and accuracy of data collected by eliminating paper and pen.

THE RESULTS



The SA Armstrong manufacturing team now captures checklists digitally, eliminating the need to manually enter data from hand-filled forms, saving hours of work. If a checklist is missing responses, the items are flagged and addressed before submission, which reduces incomplete inspections and increases accuracy. The ability to add photos ensures quality checks have been met and reduces warranty claims. Reports are now generated within seconds to provide to SA Armstrong's customers.





“By leveraging the Field Eagle app, as well as the tremendous support from the F.E. team, we were able to achieve all of our original objectives and more! By the time the project is completed early next year, we will be able to eliminate all the paper that needed to be filled out and stored for several years, reduce our inspection time by approximately 50%, and minimize inspection errors. We will also improve the quality of our inspections via the inclusion of mandatory photos taken at key stages of our manufacturing process and to allow our customers access to their respective inspection reports via a web-based portal.”

- Lan Bui, Lean and Continuous Improvement Leader





CUSTOMER PROFILE



SA Armstrong LTD

Since its founding in 1934, SA Armstrong Ltd. has pioneered an uncompromising range of fluid-flow pumps and heat exchangers for global markets. The Armstrong name is a benchmark for quality in design, engineering and manufacturing, and its products are internationally recognized for design efficiency, long service life and operating economy. As part of Armstrong's extensive range of services, it offers its customers access to expert, personalized engineering support. Their experienced staff addresses all questions and provides individualized technical assistance. From product selection to providing installation and operating instructions, SA Armstrong is a leader in technical service.



SOLUTION PROVIDER

Field Eagle is a tablet-based inspection solution developed by Konverge Digital Solutions. Its benefits include:



Reducing Paperwork



Speeding up the inspection and reporting process



Incorporating corporate and regulatory standards into the inspection process

Field Eagle allows clients to reduce enterprise risk, enable preventative maintenance and create a new operational data source. Field Eagle's template-based design makes it suitable for inspections of virtually any process.

a **Konverge**> solution

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