



ISO Profile: **Gamma Vacuum**

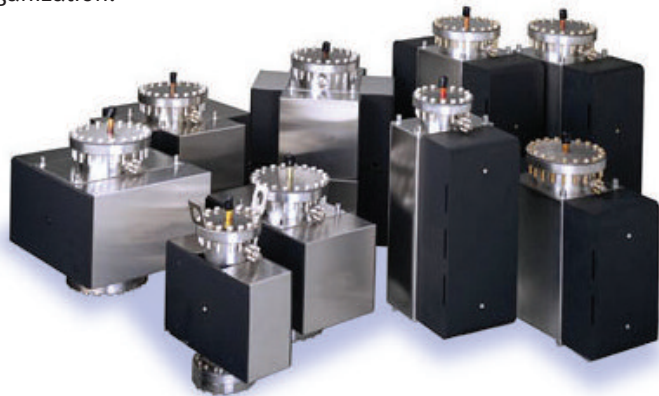
“With e-Synergy and Event Manager, we’ve been able to fine tune the process so well that we’ve hit a critical quality objective—zero late deliveries!”

—Tony Wynohrad, Business Director, Gamma Vacuum

Established in 2003, Gamma Vacuum is a global technology firm that designs, manufactures and services ultra-high vacuum components for a variety of instrumentation and high energy physics applications. Gamma Vacuum acquired the technology for ion pumps and their controls from Physical Electronics in May of 2003. The technology was originally grown from Ultek in the 1980’s and expanded under the Perkin Elmer name into the 1990’s.

The rich history of innovation and leadership in the development of ultra-clean UHV environments continues through the experience within Gamma Vacuum. The employees of Gamma Vacuum have over 130 years of combined manufacturing, engineering, and leadership skills in the ultra-high vacuum industry. Offering unique products such as the TiTan Ion Pump, DIGITEL Controller, and TSP/NEG systems, Gamma Vacuum’s value is pivotal in the scientific community.

Since its inception, Gamma Vacuum has been leveraging Exact JobBOSS to manage its manufacturing and production processes. Tony Wynohrad, business director at Gamma Vacuum, had positive experiences with JobBOSS from previous endeavors, and knew immediately that it was the right solution for Gamma. “We’re a very nimble and flexible organization,” said Wynohrad. “JobBOSS provides us the visibility and control we need to effectively manage change, and drive efficiency gains throughout the organization.”



Business Issue

Due to mandates by several prospective customers that Gamma Vacuum become ISO 9000 certified, they knew that such a process had the potential to bog down the company, they were looking for a system to streamline processes and procedures, as well as improve information management.

Solution

Gamma turned to Exact e-Synergy, integrated with Exact JobBOSS and Exact Event Manager, to minimize the overhead associated with the ISO certification process. Because their employees would “live” in the system day in and day out, Gamma realized that their processes could be inherently built into the system.

Impact

Through their use of Exact solutions, Gamma Vacuum has been able lower the overhead associated with their ISO certification, monitor proper calibration maintenance and tracking, a major ISO issue for manufacturers, and enable the company to more efficiently track and manage several other key areas of ISO 9000 compliance, including documentation, policies and procedures, customer feedback and corrective & preventative action requests (CPAR’s).

Results

- Gamma Vacuum experienced a more time and cost efficient ISO certification process.
- Greater control over document management and histories.
- Gamma was able to streamline processes and procedures, as well as improve information management.

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In 2005, Gamma turned to Exact for help addressing another critical business need—achieving and maintaining compliance with ISO 9000, an international quality standard. Wynohrad knew that ISO certification, which had been mandated by several prospective customers, would bog the company down unless a system was put in place to streamline processes and procedures, as well as improve information management.

The answer was Exact e-Synergy, a Web-based business management solution that can be integrated with Exact JobBOSS on the backend. “The primary goal of implementing e-Synergy was to minimize the overhead associated with the ISO certification process,” said Wynohrad. “Because our employees would essentially ‘live’ in e-Synergy day in and day out, we realized that the process could be inherently built into the system. At the same time, we would improve the overall function of the company.”

In addition to e-Synergy, Gamma implemented Exact Event Manager, a business activity monitoring (BAM) solution that automatically triggers email, workflow and other forms of communication when pre-defined exceptions or business events occur. The integrated system from Exact Software enables the company to more efficiently track and manage several key areas of ISO 9000 compliance, including documentation, policies and procedures, customer feedback and corrective & preventative action requests (CPAR’s).

In terms of the latter, the company had been previously afflicted with deficient on-time delivery metrics, and couldn’t tell for sure if customers were actually receiving products by the promised delivery dates. A CPAR was initiated within e-Synergy, and now Event Manager automatically generates a weekly report outlining anticipated ship dates and on-time delivery percentages. “With e-Synergy and Event Manager, we’ve been able to fine tune the process so well that we’ve hit a critical quality objective—zero late deliveries!” said Wynohrad.

Another important area of ISO 9000 compliance lies in proper documentation of policies and procedures. e-Synergy’s document management capabilities provide Gamma with more control over document versions and histories. “Users can easily step backwards in the rev history of engineering drawings, for instance, without needing to go back to the engineering department or another application,” said Wynohrad.

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e-Synergy also assists Gamma in maintaining proper calibration maintenance and tracking, a major ISO issue for manufacturers. The calibration of certain pieces of equipment is typically certified for one year, and with an eight week lead time for recalibration, it is critical the company remain ahead of these dates to avoid any lapses in certification. Each piece of equipment is tracked within e-Synergy along with relevant information such as the calibration period and calibration lead time, allowing the company and its auditors to easily view the entire history. Moreover, Event Manager automatically triggers a notice ahead of the lead time to initiate the process and ensure continued certification.

Implementing e-Synergy and Event Manager in conjunction JobBOSS enabled Gamma Vacuum to achieve ISO 9000 certification within nine months of the company mandate. The company obtained certification on its first full audit without any nonconformances, and Wynohrad estimates that the implementation saved the company around \$20,000 in consultation and regulatory fees.

Additionally, the integrated Exact solution has earned accolades from one auditor, who commented that “Use of JobBOSS combined with e-Synergy software to identify criteria and methods required to ensure the effective operation and control of QMS processes is an effective and user-friendly method of control.”

For more information about Exact Software,[™] please call your Exact Software account representative, certified Exact business partner, or visit www.exactamerica.com.