



Middle Atlantic Products, Inc. automates Quality Management with Proquis Enterprise

ABSTRACT

Middle Atlantic Products, Inc. manufactures engineered equipment mounting solutions for all low-voltage communication system applications. Their customer-first philosophy places special emphasis on quality, service, and meeting the everyday working needs of end users. Middle Atlantic chose Proquis solution because it was truly a single, integrated application that helped manage so many aspects of both their Quality and EH&S Systems.

FULL CASE STUDY

Middle Atlantic Products, Inc. automates Quality Management with Proquis Enterprise

Middle Atlantic Products, Inc. manufactures engineered equipment mounting solutions for all low-voltage communication system applications. Their customer-first philosophy places special emphasis on quality, service, and meeting the everyday working needs of end users. Products offered by Middle Atlantic include electronic equipment enclosures, surveillance and monitoring consoles, and video mounts, as well as power distribution products and an extensive selection of accessories - all designed from the installer's point of view. From built-in cable management on racks and enclosures to pre-installed washers on rack screws, the company looks at all aspects of an installation to find ways to save time and simplify the job.

Middle Atlantic's commitment to customers doesn't stop with their products; they have a fleet of regional delivery trucks based out of their New Jersey, Illinois and California facilities that deliver their products throughout most of the country. In addition, Middle Atlantic's demonstration vehicles are always on the road displaying their products and providing a hands-on look at their unique features and benefits. RackTools™, a free layout and design package developed by the Middle Atlantic team, makes it easy to design your racks and enclosures and also generate Purchase Orders and Quotes effortlessly.

Founded in 1979 by President and Chief Engineer Bob Schluter, the firm maintains manufacturing and administrative facilities in Riverdale, NJ. At the heart of Middle Atlantic's technical prowess lie manufacturing capabilities led by laser-fabrication cells which produce smooth edges that are friendly to both cables and contactors hands and arms, as well as automated forming lines and high-speed turret presses that provide quick throughput to allow MAP to ship from stock. Complementing this formidable array of sophisticated machinery is a state-of-the-art environmentally friendly powder coat line that produces a scratch and corrosion resistant finish, as well as a variety of automated support equipment including CNC spot welders and proprietary rack rail processing centers. Their extensive selection of standard products includes steel rack enclosures, data cabling management products, surveillance and monitoring consoles, audio and video studio furniture, power distribution products and related accessories.

Middle Atlantic Products, Inc. and Proquis Enterprise

In 2000, Middle Atlantic Products was looking for an information system to manage all aspects of their quality system electronically (with the intention of ultimately becoming ISO 9001:2000 certified). The search for a quality system began under the direction of Keith Carney, Vice President of Engineering and Quality Assurance. After evaluation of several software and demonstration by the Proquis team, Keith selected Proquis Small Business System (SBS). Middle Atlantic chose Proquis solution because it was truly a single, integrated application that helped manage so many aspects of both their Quality and EH&S Systems. The Document Control features, particularly the ability to work with all their existing document

types/formats, were extremely desirable for Middle Atlantic, as they didn't have to start over again. The system was successfully installed and training was provided for the modules purchased (Customer Care, Document Control, Supplier Control, Equipment Control, Fault Log, Internal Audits/Management Review, and Health & Safety).

After the initial installation and training on Proquis Small Business System, where most of Middle Atlantic's existing quality system-related data was imported, they started using the system immediately for Document Control and Corrective/Preventive Action management. Remaining modules were phased in over the next several months, including Health and Safety, Internal Auditing, Equipment Control, Customer Care (for Complaint Handling), Supplier Control and finally Management Review.

As more departments at Middle Atlantic Products began using Proquis SBS for their day-to-day operations, they increased the number of concurrent users in December 2000. Middle Atlantic Products also had remote distribution centers in California and Illinois, which needed real-time access to their quality system. In May 2001, Middle Atlantic began evaluating Proquis enterprise, the web-based version. Proquis consultant did an on-site demonstration of system for the key Proquis SBS users and IT Department. After meeting with their board in November 2001, MAP decided to move forward with the enterprise system.

After the initial installation and use of Proquis enterprise, Middle Atlantic encountered several challenges. In addition, they were able to provide valuable feedback for product enhancements particularly with the search features, training records and base table maintenance. With the assistance of Proquis, Inc. the issues were rectified and improvements were made to the system.

Conclusively, in November of 2002, Middle Atlantic Products received its certification for ISO 9001:2000 by their registrar after a four-day audit. "Our auditor and consultant were clearly impressed" commented Keith Carney "I think that Proquis Enterprise was one of the better packages they had seen". He went on to say that "despite some growing pains we encountered together this year Proquis came through for us when it mattered most.

There is no doubt that the overall benefit to our business has been extensive and noticeable. It is always difficult to precisely quantify but the added information availability and tracking of issues has made a significant positive difference to customer service." Middle Atlantic continues to provide valuable feedback on product functionality and enhancements that will continually raise the bar for Proquis. Their assistance has helped us make the product the best it can be.