

CASE STUDY



## Rane Brake Linings Limited

### Business Overview

Rane Brake Linings Ltd. is the leader in friction materials production in India. RBL produces asbestos and non-asbestos brake linings, disc pads, clutch facings and railway brake blocks. All their 3 plants in Chennai, Hyderabad and Pondicherry are ISO 9001 & ISO 14001 accredited. They received the Deming Award in 2003.

### Challenges

As the volume of critical documents soared at RBL, the company needed an enterprise electronic document management system (EDMS) on a common, scalable platform. Its document management needs were mainly from the Quality Department encompassing Standard Operating Procedures (SOP), Kaizens, QC stories and other quality-related documents. The company also wanted the EDMS to support Web access, streamline search and retrieval.

### The Karomi Solution

RBL deployed a Karomi-powered EDMS solution, which applies workflow and lifecycles to all documents, enforces version control, and makes them available over the company intranet. Documents enter the repository directly through electronic submission or are imported with a scanning and imaging application. SOPs that were stored on desktops across the company were consolidated and classified into department-related SOPs. These were then stored in the EDMS and assigned access rights.

Kaizens were also collated and stored according to divisions it relates to. The Kaizens were indexed based on the areas of impact they had, e.g. cost saving, safety, housekeeping, accuracy of data, productivity and quality. Users can now search for safety-related Kaizens and look at the results. Workflows to enable the Kaizen creation were also setup.

### BUSINESS PROFILE

#### Rane Brake Linings Limited

Leading manufacturer of critical automotive components

#### Industry

Friction Materials

#### Geographies

Chennai, Hyderabad and Pondicherry

#### Business Solution

Employee Portal, Quality document management.

#### Karomi Products

- karomiENTERPRISE Information Portal
- karomiENTERPRISE Document Management

#### Deployment Summary

Enabled employees quick and easy access to the latest documents.

#### Benefits

- Easy access to quality documents without wasting time.
- Easy way to contribute document changes and new documents.
- Improved employee productivity

QC stories that summarize the way problems were observed using Pareto charts, analysed using Fishbone diagrams, action items allocated based on the analysis, checking to see how effective these measures were, standardizing the results in a SOP and putting together an action plan to take on other areas of improvement, were also added to the EDMS.

### Summary

RBL implemented the Karomi solution in 2003. Within 2 years, the number of users had grown by more than 100 percent. The system manages all quality documents and supports faster, more accurate search and retrieval across all business applications. Controlled access rights increase confidence in the integrity of documents and correspondence, which are subject to version control and are completely auditable. karomiENTERPRISE Workflow also enables RBL to enforce a standard business process on the handling of Quality documents. For RBL, Karomi has meant a steadily increasing level of quality and standardisation for all document management activities.