

CASE STUDY



## Rane Madras Limited

Since RML adopted **karomiENTERPRISE**, accessing and retrieving documents has become much easier for the quality department. Karomi has enabled employees in the Production and Engineering departments to double the number of customer calls made on a daily basis.

### Business Overview

Rane Madras is a leading manufacturer of critical automotive components like steering linkages, ball joints, axial joints, suspension joints and manual steering gears. It has 3 manufacturing plants - Chennai, Mysore and Pondichery. All plants are certified to QS 9000 and TS 16949 standards.

### Challenges

RML used to store its standard operating procedures (SOP) and other quality control documents on an engineering server and provide hard copies when required.

Whenever a change is made, multiple copies of the new document were redistributed and older versions were retrieved and rendered obsolete. The quality department maintains 800 SOPs. Managing the change, redistribution and collecting of older versions to be marked obsolete were very tedious. Version control and sharing the ever-increasing number of SOPs was a big problem.

### The Karomi Solution

In order to streamline access to documents, RML adopted the **karomiENTERPRISE** Document Management System. All SOPs, parts information and quality documents were organised in the central EDMS. The quality department is now able to easily share the documents, send them for review and approval, and update changes as necessary. Once changes are done to an SOP, alerts are sent to people who need to be notified regarding the change. Printing of SOPs has been reduced dramatically, and the latest versions of the documents are readily available.

## BUSINESS PROFILE

### Rane Madras Limited

Leading manufacturer of critical automotive components.

### Industry

Automotive components.

### Geographies

Chennai (Headquarters), Chennai, Mysore and Pondichery (Plants).

### 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

- Time to retrieve content reduced from 2 – 4 days to 2 – 3 hours
- Greater control over documents, freeing up IT for more value-added activities
- Improved employee productivity

## Summary

Since RML adopted the **karomiENTERPRISE** system, accessing and retrieving documents has become much easier for all the departments who need the SOPs. For example, employees can pull up electronic versions of the documents on their desktop PCs. As a result, they no longer have to leave their desks every time they need to retrieve a SOP. This process has enabled employees to double their efficiency on a daily basis.