



IBS America develops integrated compliance management solutions to help companies improve corporate governance and achieve sustained adherence to regulations and standards. Since 1982, we have delivered our systems and services to thousands of companies worldwide. IBS America is one of the very few compliance software companies certified to ISO 9001.

Compliance Management



The Goodyear Tire & Rubber Company is a \$13 billion enterprise employing more than 95,000 people worldwide. This makes it one of the largest tire and rubber companies in the world. To satisfy the global need for new materials, Goodyear created its Chemicals business making it the largest producer of synthetic rubber in the world. Recently, Goodyear Chemical announced a \$600 million investment plan to further develop its business.

The Challenge:

Prior to applying compliance management software, Goodyear Chemical handled its documentation workflow system in a conventional way. This included using a mainframe-based system for the majority of its documentation needs. It manually distributed documents for approvals, changes and sign-offs. Goodyear produced forms, quality manuals and other important documentation using Microsoft Word™, Microsoft Excel™, and various other wordprocessing and spreadsheet applications. This documentation was stored on Goodyear's mainframe system and on PC's at different site locations worldwide. According to Goodyear Chemical's Manager of Quality Systems, Joe Croston, "There were times when our documentation would simply fall through the cracks." Management at Goodyear Chemical decided that it was time for their employees to work on a single system worldwide. This would mean eliminating their dependency on the mainframe system.

Goodyear Chemical had eight sites requiring compliance management. Three of these eight sites were previously ISO 9001 certified. Goodyear's plans were to achieve ISO 9001 certification for the remaining five sites under a Multi-Site Certification. Goodyear Chemical needed to plan and prepare a well-documented Quality Assurance program, if it was going to achieve these certifications in a systematic, integrated and cost effective manner. Selecting the right software solution was recognized as crucial to meeting these needs.

With the increasing use of the Internet to access product specifications, Goodyear Chemical was faced with the challenge of integrating its chemical and packaging specifications onto their web site. Its existing manual-update method was both labor intensive and costly. Goodyear Chemical needed the ability to automatically update web posted specifications directly from its databases.

The Goals:

Goodyear Chemical set specific goals that would influence the selection criteria for its compliance management software. These goals were to:

- Produce a quality management system customized to suit its specific needs.
- Eliminate all mainframe activities for its documentation needs.

Goodyear Case Study

- Decrease the cost and time to prepare for an audit.
- Automate product specification updates to its web site.
- Create a paperless system.

The IBS Solution:

Goodyear's Research and Development group had previously evaluated three different compliance management software packages for the company's Tire Division. They selected IBS America, Inc (IBS). According to the Manager of Office Systems Technology, Jack Hill, **"It was the success of IBS's software in the Tire Division that made us bring this software to our Chemical Division."** Several strategic advantages of IBS's software helped them confirm their choice. These advantages were:

- The flexibility of IBS's software to be customized to meet their documentation needs.
- Automated escalations and the control to turn them on and off when needed.
- Automated preventative and corrective actions.
- The capability to tie documents together using DocLinks.
- Automated document numbering and version control.
- Provision of a common customer management system worldwide.

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The Results:

"In direct auditing costs alone, IBS's compliance management software has paid us back in less than a year." These are the words of Goodyear Chemical's Manager of Quality Systems, Joe Croston. He goes on to say that IBS's compliance management software has also paid them back many times in error prevention. The open architecture of IBS software gave Goodyear Chemical the opportunity to automate product specification updates to its web site. In doing so, the software enabled Goodyear Chemical to eliminate costly manual procedures.

Within six months of introducing IBS's software, Goodyear Chemical was able to eliminate its dependency on a costly mainframe system for all of its documentation needs. As planned, all eight sites worldwide became ISO 9001 certified under a Multi-Site Certification. The powerful combination of IBS's software and Lotus Notes enabled Goodyear Chemical to reduce its total audit costs by 50%, while expanding its certification from three sites to eight sites. According to Joe Croston, "This methodology has improved our workflow system significantly in regards to time and efficiency." Significant improvements are also noted by Goodyear Chemical's Auditor, Lloyd's Register Quality Assurance. According to Michael Schmidt of Lloyd's Register Quality Assurance, "Since Goodyear Chemical has standardized their system electronically, they have achieved significant internal cost savings."



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