



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

Kodak The Eastman Dry Plate and Film Company was established in 1884 and has been called, Eastman Kodak Company, since 1892. Having already manufactured its 100,000th camera by 1896, the Eastman Kodak Company has remained a global leader in photography and imaging with operations in 150 countries worldwide.

The Challenge:

Kodak had previously attained ISO 9002 certification, which encompasses quality assurance in production, installation, and servicing. Prior to purchasing IBS America, Inc. (IBS) compliance management software, Kodak used an IBM mainframe database system in conjunction with other smaller databases. These were used to communicate and manage all of Kodak's compliance related documentation.

Kodak employees found the whole audit process to be both time-consuming and costly. All change requests, approvals and other documentation were passed around in hard copy. Kodak found that they simply had too many administrative employees at their Rochester Office, who were just passing around papers. According to Kodak's Program Director, "These manual methods of communication were costly, slow and did not meet our need for real-time document availability worldwide."

Because of Kodak's long history they found the need to electronically update a large volume of documents. Their choice of compliance management software would need to achieve this task efficiently and quickly.

Kodak decided to expand their market and to build new manufacturing plants in China and Mexico. These expansion plans highlighted the need to seek a compliance management software solution that they could expand across their operations worldwide and which could communicate in several languages. They also saw the need to have the ability to see any documentation changes in real-time anywhere in the world.

The Goals:

Kodak's goals for their compliance management software were to:

- Work more efficiently and effectively throughout their quality assurance operations.
- Decrease the expense and the time spent on administrative tasks.
- Automate the documentation process by eliminating paper copies.
- Decrease the cost and time to prepare for external and internal audits.

Kodak Case Study

- Enhance the ability to identify and correct problems when they occur.
- View documents electronically worldwide in real-time.

The IBS Solution:

After reviewing the software available in the market, Kodak selected IBS as their compliance management software provider. The QSi System for Quality Management software features that factored in Kodak's decision were:

- Comprehensive documentation control capability.
- Automated Corrective and Preventive Action systems.
- Operates as a complete solution in one place.
- Automated worldwide reports.

"Kodak achieved an 80% to 90% cycle time reduction in corrective actions."

After selecting IBS, Kodak formed a pilot study group from their coating operations department, who then tested IBS software within four departments totaling about 200 employees. A survey conducted, prior to the pilot study concluded that the employees needed more efficient ways to manage their documentation process. "We were not gaining anything in time or in the preparation of documents in the existing approval process," said one Kodak employee.

A Return on Investment report was then produced for senior management from the pilot study group results. Based on highly successful results, **senior management decided to roll out the IBS software worldwide**. It then became one of the top ten projects being pursued by Kodak.

The Results:

In Kodak's pilot implementation alone, they reduced 9,500 labor hours per year and achieved an 80% to 90% cycle time reduction in corrective actions. These levels of efficiency were also reflected in their auditing process. Prior to implementing IBS software an audit created 60 hours of costly overtime. This has now been reduced to zero. Today, **with the worldwide implementation of IBS's QSi System for Quality Management, Kodak's Program**

Director can boast of significant savings for his company and an envious improvement in efficiency.

In Kodak's words, "As a provider of our tool of choice, IBS has taken Lotus Notes functionality and produce software that enables the Quality Manager to make full use of Lotus Notes."



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IBS's compliance auditors conducted onsite QSi System for Quality Management training at Kodak. The trainer's in depth knowledge of IBS's software, and their expertise in compliance management, was greeted by an enthusiastic motivated workforce. According to Kodak's Program Director, by using the QSi System for Quality Management in their manufacturing environment, they achieved a system conversion faster than expected.