

CASE STUDY

PGT Innovations Adopts Cloud-Based QHSE, Transforming Quality, Health, and Safety Automation Systems

How ComplianceQuest Helped the Nation's Largest Impact-Resistant Window and Door Manufacturer Prime for Future Growth

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—Sudhir Rao, Quality Manager, PGT Innovations



Background

Founded in 1980, PGT Innovations (PGT) started as a small company with a big vision. They were pioneers in the impact-resistant window and door market, and are now the nation's leading manufacturer and supplier of hurricane-resistant windows and doors. Headquartered in Venice, Florida, the company has over 3,200 employees and is the largest private-sector employer in Sarasota County.

Challenge

By 2018, PGT had grown to the point where their quality control infrastructure could no longer support their needs. A variety of standalone applications such as Microsoft Word, Excel, and homegrown SQL databases had created a fragmented, inefficient environment. To support their continued growth and plans for expansion, scalability and safety was a top priority.

“When you have multiple systems, there will always be challenges keeping them up to date,” said Sudhir Rao, Quality Manager. “Our goal was to have a single standardized QHSE system to meet our quality and safety compliance requirements.”

Solution/Results

In the summer of 2019, PGT enlisted the help of ComplianceQuest, a cloud-based enterprise quality and safety management system (QHSE) built on the Salesforce platform. ComplianceQuest offers a comprehensive choice of QMS and EHS options.

A phased approach was initiated with plans to roll out a suite of modules starting with Incident, Document, and Training Management, and then Nonconformance and CAPA (Corrective and Preventive Action).

Customizations Designed to Align with SOPs

PGT requested extensive customizations to meet their unique needs, and ComplianceQuest adapted the software to work seamlessly with their internal processes. With licenses that spanned multiple departments from supply chain and engineering to finance and customer service, the quality team

wanted to ensure users felt familiar with existing operations within the new platform.

Lisa Fuller, PGT's eQMS Administrator, worked directly with the support team at ComplianceQuest to determine their configuration requirements. User case scenarios were deployed in a development environment followed by sandbox testing to ensure everything was running as it should before implementation.

"It was important that the new solution mirror our existing workflows, standard operating procedures, and manufacturing processes," said Fuller. "At the same time, it also provided an opportunity for us to enhance some of our processes."

One of Rao's goals was to make sure users were satisfied and looked forward to using the system. "User experience is part of the continuous improvement process. The more we learn, the more we will find opportunities to improve and simplify," he said. "We plan to take this same approach at other sites by leveraging existing systems and best practices."

CHALLENGES

- Outgrew quality systems
- Disparate software applications
- Manual processes
- Lack of standardization, inefficiencies

VALUE CREATED

- Centralized quality system
- Increased efficiency, scalability
- Improved communication, collaboration
- Cloud-based, remote access

SOLUTIONS

- QHSE
- Incident
- Document
- Training
- Nonconformance
- CAPA

Working in the Cloud Improves Collaboration

Fuller liked how the modules interacted with one another and the remote capabilities. “Because it’s cloud-based, we can access the system anywhere and immediately find what we need.”

Guy Worrell, Quality Systems Engineer, was impressed with how the modules pulled together multiple groups, departments, and people across the organization. “In our old system, working off Excel spreadsheets, sending out emails, and implementing product and process changes was difficult,” said Worrell. “The Change Management and CAPA modules have improved our processes.”

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—Sudhir Rao, Quality Manager, PGT Innovations

ComplianceQuest’s modules work together synergistically, which increases transparency and ensures accountability within quality processes. As a result, PGT has experienced increased visibility, communication, and efficiency between each department. With the new system, the team can work together seamlessly to assess risks, perform root cause analyses, manage investigations, create action plans, and conduct reviews and approvals.

A Powerful Partnership Results in Magnificent Teamwork

One thing that stood out to Rao, Fuller, and Worrell was the high level of partnership and teamwork between the two companies.

“A few months ago, we had a change in scope. Our initial plan was to start with the Change Management module, but there was a request from our top leadership to implement the Incident Module instead,” explained Rao. “The CQ team quickly pivoted with us, and we were able to roll it out within a few weeks.” ComplianceQuest, headquartered in Tampa, Florida, provided in-person support. “Anytime we were struggling a bit, the support team came to help. They have been magnificent and would spend several hours conducting a walkthrough of the module configuration,” said Fuller. “This is one of the reasons why our CAPA implementation was so seamless.”

Rao, who was thrilled about the team dynamics, said, “There’s great engagement and dialogue between our teams. ComplianceQuest has an excellent system and outstanding support. I would recommend them in a heartbeat.”



About ComplianceQuest

ComplianceQuest is the fastest growing, 100% modern cloud Enterprise Quality and Safety Management System (QHSE) natively built and run on the Salesforce platform. Our unified QHSE solutions help our customers of all sizes deliver quality products and services in the safest, most sustainable way by mitigating risk, problems, and inefficiencies while protecting customers, employees, suppliers, and brand.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today.

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