

How Smart Quality Automation Helped Infinite Electronics Scale Its Portfolio Size

Results

As an investor-owned parent company, Infinite Electronics depends on organic growth and the acquisition of companies that support its business model.

Director of Global Quality David Paullin recalls his early days with the firm, when attempting to manage its portfolio of five subsidiaries was a difficult and complex undertaking. "When I started, we were still running with five individual businesses, five individual quality management systems, five individual document systems, each managed in a unique way. Before we had Intellect, we were scattered at best and very inconsistent."

Today, the company has more than 700 policies and procedures in place supporting business operations at both the corporate and site level. With Intellect, Infinite Electronics has doubled its portfolio size and developed corporate-level standards that govern all overarching operations and provide the flexibility to modify, optimize, and create site-specific documents for individual brands and locations.

"Intellect's platform allows us to get consistency in business operations from all the way at the beginning with product acquisition, to order capture, to packing, shipping, billing, and follow-up activities."

The Company

As a global supplier of electronic components and cable assemblies, Infinite Electronics serves engineers in defense, government, industrial manufacturing, telecommunications, healthcare, and consumer electronics. In essence, anyone with a need tied to electrical connectivity is in the market for its products and superior technical support.

For that reason, Paullin tasked his team with finding a software platform that would allow for the establishment of a quality management system at the corporate level.

"When you're dealing with electronics, quality is not just a desire, it's a requirement," says Paullin. "It's an absolute requirement on the customer side that all the components they use are reliable and operate per specifications 100% of the time." Most of the products the organization sells through its 12 portfolio companies are components of larger systems, making quality even more imperative.

The Challenge

Ensuring consistent quality throughout the Infinite Electronics product line prior to using Intellect wasn't just challenging — it was nearly impossible.

"There is no way for a business to be consistent in its processes unless everything is documented in some form or fashion and everyone is required to follow those documents," Paullin says.

Paullin and his team started looking for a software platform that could help them streamline operations. Because its staff members are spread across the world, Infinite Electronics needed a cloud-based multilingual solution that could scale with a company planning for rapid growth.

The Solution

Intellect's basis in the cloud made it simple to incorporate into Infinite Electronics' domestic operations. To support Paullin's staff in China, Intellect set up a platform with a user interface for Mandarin speakers, allowing Infinite Electronics to streamline operations across the globe.

Intellect trained administrators at each location, which helped Paullin and his team acclimate to the platform. The software's flexibility allowed Infinite Electronics to customize workflows on the document approval side and get work to the people who need to see it, regardless of whether they're in engineering, marketing, or another department.

Initially, Paullin and his team just wanted a documentation management system that could support the their relatively complex structure. The extra modules offered by Intellect were viewed as a bonus, and the plan was to put many of them into the company's existing distribution resource planning, or DRP, system.

They soon found that the applications available through Intellect were more user-friendly than similar apps in the DRP. Configuring these apps in the DRP system would've required substantial effort from the in-house IT team, whereas Intellect offered an unmatched level of flexibility and customization right out of the box. In addition to Intellect's document management capabilities, Paullin and his team have come to rely on many of those other applications for critical business functions.

For example, Infinite Electronics uses Intellect's Audit Management app to post quality audit schedules in all locations and track findings as audits are completed. One of Paullin's engineers is working with the Intellect team to customize the corrective action request process so that Infinite Electronics can improve supplier management and issue internal and external corrective action requests to suppliers. Infinite Electronics has even set up completely new applications within the platform, including an environmental health and safety app that tracks all health and safety incidents across its locations.

"I would recommend Intellect to my fellow quality professionals for several reasons," Paullin says. "Being cloud-based, we can use this system anywhere, and it is very easy to configure and install. We've also found that the support Intellect offers is very good, both in helping us with problems that we might have and in helping us configure things specifically to our needs."



To learn more about how Intellect can optimize your operations — or to request a demo — visit our [website](#).