

## CASE STUDY

# GALDI

Adopting josh has allowed us to collect data more accurately and efficiently, so that we can carry out the necessary analyses to identify critical issues and improve the non-conformity management process.



**Andrea Mattiuzzo**  
Galdi IT Manager



### it Consult for Galdi

Thanks to josh, Galdi was able to make the non-conformity management process efficient by reducing time and resources spent on purely operational activities. This automated management of the process made it possible to occupy resources in the most strategically important

Established in 1985, Galdi builds upon more than 30 years of experience in the production of complete solutions for the filling and packaging of food products in Gable Top cartons, supporting its customers with training and consultancy services in packaging and product innovation, microbiology, food safety and engineering and optimization of the production line managing all stages of the process. Galdi is the supplier of the world's largest producers of liquid food, such as Parmalat and Aia. Still, thanks to its client-oriented approach, the company also supports small farmers who want to package their products or discover new market niches. The company, which operates worldwide with strategic centres located in the United States, Russia, Algeria and Morocco, actively collaborates with leading companies in the packaging sector around the world.





*Going beyond the management of non-conformities: Galdi needed to employ its resources more efficiently across the whole activities spectrum.*



## THE NEED

### Improve the manual and very onerous management of internal and external non-conformities and related documents.

One of the main needs expressed by Galdi was to **significantly improve the management of the internal and external non-conformities process, in all its phases**: from the collection of the report to its cataloguing and analysis. The management of non-conformities was mostly done manually, in which the reports were handled on paper forms and then reported on summary Excel sheets.

This slowed down the people in charge of data management in the other activities to be carried out and considerably increased the margin of error during manual transcription.

Furthermore, an unstructured management and transcription was so onerous that it did not leave space and time for people to carry out the analysis and correction activities, which are fundamental to improve the quality of the service offered.

Therefore, Galdi was faced with the need to manage the most operational activities more efficiently to leave space and use their resources in activities of greater strategic value, such as the accurate measurement and analysis of the non-conformities that emerged, and reorganisation of activities with a view to continuous improvement.





Software used:

*josh made it possible to save on working hours and increase the ability to analyse and measure business performance, with a clear reduction in costs.*



## THE SOLUTION

### josh, for the management and improvement of quality.

Galdi used josh to implement the management of non-conformities, which up to that time were managed on paper forms, and then the data was manually reported on Excel sheets.

With josh, both internal and external non-compliance reports are now directly collected from the assembly and testing lines and transmitted in real-time to the quality office which analyses and sorts them directly to the company department that generated the non-conformity or to the supplier if they are of external origin.

Thanks to the implementation of josh, all real-time data relating to the quality of products and internal processes are now collected, as well as the statistics of external suppliers with the related quality indices. This data can be further processed by other analysis and Business Intelligence tools in order to provide an even more precise and detailed picture.

### The solution, in a nutshell:

1. Mapping of the issuing and management of non-conformities, with design of process tasks, designation of executors, automatic execution;
2. Automated management of both internal and external non-conformity reports;
3. A complete and accurate data management enabling real-time quality analysis.

The process, which has been in use in the company for several years, **has made it possible to manage around 6,000 non-conformity reports to date.**



*Galdi has shown that managing and automating processes can immediately lead to visible effects, in operating and economic results.*

Giovanni Marrè  
it Consult CEO



# THE BENEFITS

**Significant time savings in data management, with consequent improvement in the quality of the same.**

By using josh, Galdi immediately saw significant benefits, such as:

- **Direct savings of at least 80 man hours per year for the collection and cataloguing of data relating to non-conformities**, thanks to a zeroing of the time spent on transcription and manual management of data;
- **Improvement of the quality of data collected with automatic mechanisms, in terms of completeness and accuracy**, leading to a reduction in errors due to previous manual management;
- **Increased analysis and measurement capability**, with the ability to automatically obtain realtime statistics;
- **Significant reduction in the number of non-conformities and non-conforming parts.**

## **In a nutshell:**

josh has not only generated efficiency through direct savings in man-hours, allowing resources to deal with more valuable activities, but has also had a much greater and significant economic impact, thanks to the significant improvement in data quality and the consequent reduction in the number of non-conformities.