

# Compliance is an Asset

**Client:** World's largest producer of inks for metal decorating, water-based Flexographic Inks and a full product line of web and sheet fed operations. With 25 plants in North America and 50 locations on 5 Continents, they have a worldwide presence. Client is ISO 9000 and ISO 14001 Certified.

**Business Need:** Certification requires ongoing compliance to all standards. The number and wide range of locations create unique time, language, and centralization challenges. Control of changes, processes and notifications of implementation is a high requirement.

**Challenges:** Changing quality improvements across all locations must be monitored. Quality control departments need access to all locations, comparisons, trends, issues and improvements. Client currently monitors over 5,000 documents, procedures and manuals related to both ISO Certifications.

**Value Proposition:** Customer, with Prism technical assistance, created about 100 data forms calibrating equipment and verification. Client uses *Improvements Module* to track all corrective actions, non-conformance and customer issues. *Document Control Module* tracks and documents the latest process and procedures changes. Control over changes is both documented and tracked. Our *CRM Module* is used to track all contracts, both internal and external.

**Results:** Overall, the customer is using the platform for critical needs beyond ISO compliance.