

Ryerson Tull



Managing Quality Across the Global Manufacturing Enterprise

"Vintara provides us with, by far, the best state-of-the-art system in quality management software. It allows us to be more effective and to integrate with our customers more efficiently. We now have the ability to franchise our processes and consolidate our QMS across multiple locations."

*Neil Novich
Chairman, President, and Chief Executive Officer*

business

Ryerson Tull, Inc. (NYSE: RT) is North America's leading distributor and processor of metals, with 2001 revenues of \$2.2 billion. The company services customers through a network of service centers across the United States and in Canada, Mexico and India.

benefits

Through the implementation of the Vintara system, Ryerson Tull has realized significant cost savings and benefits in the following key areas:

- **Personnel Related Cost Savings.** By building their quality management system using Vintara's Web-based application, Ryerson has realized annual personnel related cost savings of over **\$400,000** through the consolidation of staffing resources required to operate the new system.
- **Operational Cost Savings.** The implementation of the Vintara system enables Ryerson Tull to conduct desktop audits remotely, at any time, from any location, significantly reducing internal audit days. Prior to Vintara audit costs were \$165,000 per year – these have now been reduced by over **\$150,000**.
- **Total Annual Cost Savings.** Ryerson Tull has achieved total annual cost savings well in excess of **\$600,000** through the implementation of the Vintara system into their enterprise business operations. This is a cost saving the company predicts will at least **double in 2003**.

challenge

As a company of firsts, Ryerson Tull recognizes the need to leverage the technology that would enable them to streamline the key business processes associated with quality and ensure that their commitment to deliver complete customer satisfaction was not compromised.

Corporate Quality at Ryerson Tull had been searching for an online solution that would provide the tools to automate and integrate their quality management system. With more than 30 ISO-certified facilities throughout the U.S. the company was using a paper-based QMS that was cumbersome to manage and administer and provided no visibility from a corporate perspective throughout the entire company. Ryerson Tull was also managing individual quality systems for the multiple regions of the company. A recognized industry leader for customer satisfaction and quality, Ryerson saw the need for new technology to streamline and standardize processes across the company. "We realized we had to implement the technology that would streamline our processes. As the Corporate ISO Manager, I was assigned the task of selecting a system that could fulfill the needs of the company – a reputable, user friendly, fully integrated, Web-based system." explains Frieda Sarji, Corporate ISO Manager. "With Vintara we found an application that has delivered one consistent quality system that involves the entire company in the process. The ease of documentation changes facilitates implementation of continuous improvement across all departments of our company".

solution

Ryerson Tull came to Vintara with the challenges of converting their existing paper-based documents to an online format, consolidating multiple quality systems, establishing a fully integrated enterprisewide quality management system and completing the transition from ISO 9002:1994 to the ISO 9001:2000 standard by December 2003. The company's Pittsburgh facility – located in Carnegie, PA – was chosen as the pilot implementation site. Vintara and Ryerson Tull have taken their paper documentation and incorporated it into a paperless management system within 30 days. Cindy Boling, QA Representative in Carnegie, found the ease of conversion to Vintara put everything at her fingertips and the reduced the manual day-to-day tasks associated with managing the QMS.

In the past 18 months Ryerson's implementation of the Vintara application has expanded in stages, to include 35 locations and hundreds of users. In addition to the application, Vintara provided onsite user training for 12 location managers ensuring each was able to fully administer and manage the application.

The transition to Vintara's Web-based application provides Ryerson Tull with a fully automated QMS, featuring centralized management, real-time access and an effortless transition to ISO 9001:2000, a transition that they are well on target to meet for their December 2003 deadline. The largest benefit of the Vintara application according to Ryerson Tull's Director of Corporate Quality, Jerry Smith, is "our ability to effectively manage the quality process across the entire enterprise by using a system that provides complete visibility to every aspect of our quality function, regardless of activity or location".

Using the Vintara application, Ryerson Tull has been able to eliminate the cost-related and administrative burdens of maintaining a paper-based quality management system. "Prior to implementing the Vintara application, our quality documentation was managed by three people, now it can be managed by one. Additionally, the time to complete revision, review, approval and distribution of documentation has gone from weeks to hours. Document management is now a simple process and internal communication is fully automated ensuring that quality is a way of doing business at Ryerson Tull, not just a function", explains Jerry Smith.

The integration of the Vintara application as the basis for franchising Ryerson Tull's key business process of quality has seen the company realize a range of significant benefits. "Over the past 18 months, since implementing the Vintara solution, we have seen improvements and benefits across a range of key performance areas. The Vintara application allowed us to consolidate our multiple quality systems into one and to streamline our efforts", says Smith. This allows Ryerson Tull to consolidate multiple ISO certifications and reduce their annual ISO certifications expense. Since implementing the application, the company has been able to streamline their internal audit processes and drastically reduce the number of auditor days, all of which has resulted in annual savings from reduced administrative and operating costs is in excess of \$600,000.

A major benefit of the Vintara system was realized when Ryerson Tull decided to pursue certification of their Devens, Massachusetts service center in 2002. From the time management made the decision, it only took 5 months to implement and successfully achieve certification. All documentation, training, auditing and management reviews were accelerated by using the Vintara system.

"Ryerson Tull is a company of firsts. We were the first in our industry to offer a broad range of fabrication outsourcing services and to establish a metallurgical services group to provide manufacturing, engineering and design support," stated Neil Novich, Chairman, President & CEO of Ryerson Tull. "We also led with the creation of our centralized national account group to service multi-location customers. Now we are the first in our industry to implement this type of solution. We were looking for the next level of quality and process management and we see Vintara as a company that can help us franchise our process and continuously improve upon our outstanding reputation and quality."



Vintara, Inc.
1433 Webster Street
Oakland, CA 94612

p. 866.321.4769
f. 509.357.8673
www.vintara.com