mlean® CIE Automotive

Success story

Super users: CIE Galfor & Master Audit

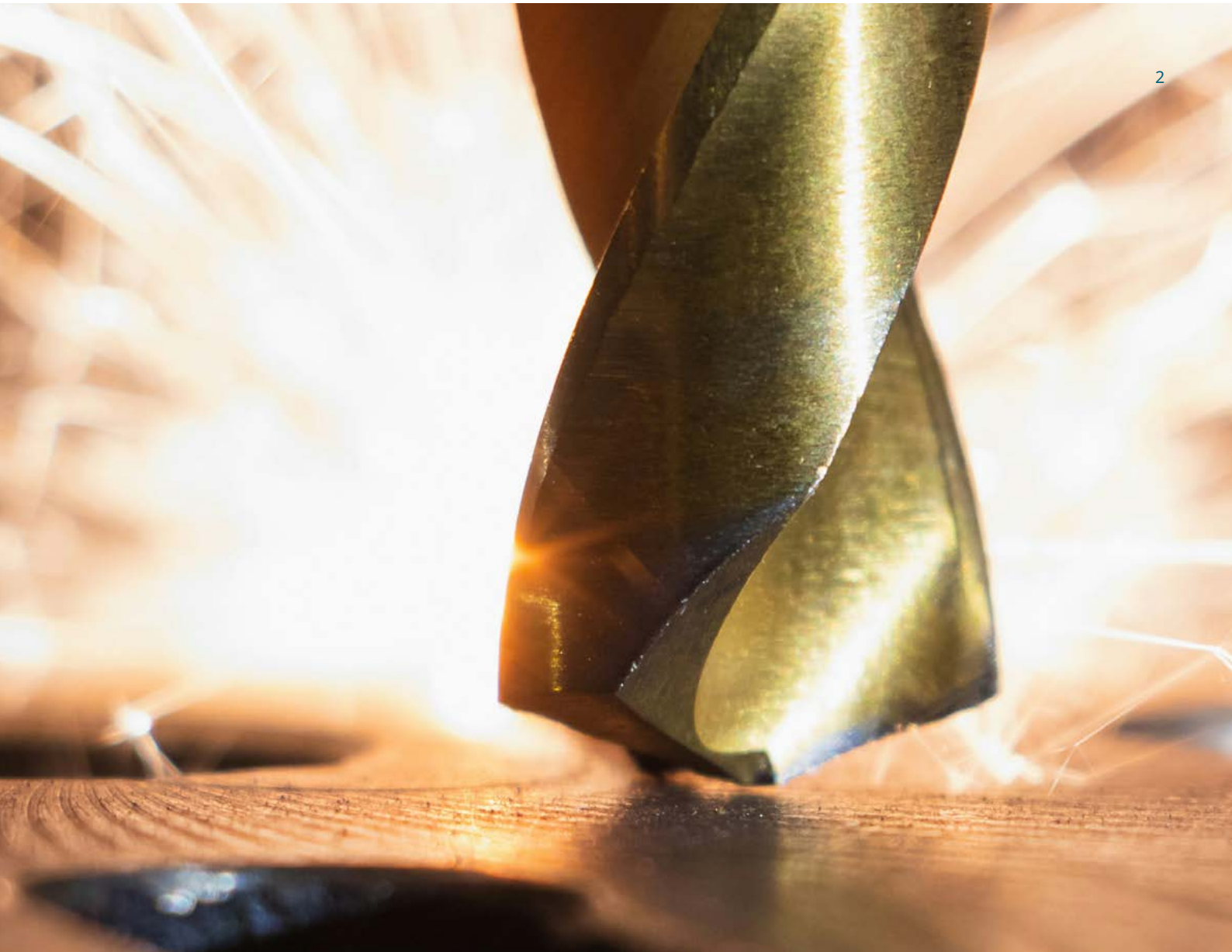
How CIE Galfor has used auditing tools in the mPS to drive continuous improvement and become a corporate standout.

Introducing CIE Galfor

CIE Automotive is a global supplier of automotive parts and technology. Its Galfor plant, established in 1973, specialises in manufacturing forgings and exports its products throughout the EU and USA.

The plant's Continuous Improvement Technician, Laura Varela, is a key member of a team and factory keen to drive continuous improvement and optimise processes across the board.

So why did CIE Galfor choose to implement the mPS?



The problem

CIE Galfor was determined to drive continuous improvement practices across the plant. So, in 2017, **they began completing audits on paper.**

This approach to continuous improvement was the traditional go-to method for decades.

But the admin burden from their new process was creating headaches.

We spotted pretty early on that **we were struggling to carry out the audits on paper** because the data **wasn't always accurate**, sometimes handwriting was **hard to read**, and the lack of photos to see what exactly the problems were was making this process **incredibly complex**. As well as this, we had to **spend a lot of time inputting all that data into the computer**. And of course, there was the **cost and waste of paper to complete all the audits**.

Laura Varela

Continuous Improvement Technician at CIE Galfor

Despite the drawbacks of this system, both Laura and her colleagues knew there was value in pursuing continuous improvement. It was just a question of technology.

By piloting the mlean Production System, CIE Galfor was able to **digitalise their new processes**, easing the team of unnecessary admin and wasted time.

The mPS and CIE Galfor: a snapshot

The mPS made an immediate impact at CIE Galfor, becoming part of daily routines across the factory.

Since implementing the mPS, CIE Galfor has:

- Deployed the **5S Workshop, Job Observation*, Action Plans, Problem Solving and Master Audit modules** in the mPS. *Job Observation now part of the Master Audit module.
- Registered over **1,312 problems, and solved the vast majority, discovering the root causes that provoked quality, safety and performance issues**.
- **Completed a total of 5,602 corrective and preventative actions** in the mPS.

The primary reason Laura and her team wanted to implement the mPS was for **managing their auditing process**. And it was with this key function of continuous improvement that the mPS came into its own.

Audits made easy

CIE Galfor understood that, to really optimise the plant's processes, they'd need to regularly schedule and analyse all kinds of audits, from 5S through to more specialised processes.

The mPS allowed them to do this easily, digitally. And it helped them expand their range of audits in the process.

Thanks to the mPS, we actually incorporated more types of audits into our processes. Throughout these years we've been implementing **5S audits, standardisation audits, and even COVID audits** to make sure we were following the rules at all times. We're also working with **LPA and quality audits**. All of this we're doing through the **Master Audit module**. And a very important point for us is that we did have data before, but it wasn't as reliable as it is now that everything is digitised.
Now, it's way easier to look at the numbers and understand exactly where we are and where we need to go next.

Laura Varela
Continuous Improvement Technician at CIE Galfor

With information readily available and updated, CIE Galfor could focus on optimising further across the line of production.

Flexibility and customisation

The Master Audit module allowed Laura and her team to create and manage audits whenever the need arose and as specific

circumstances demanded.

In some cases we've been using existing audits, and in other cases, we've created new ones. For instance, we've created some new audits related to quality, because Master Audit allows you to create tailored checklists.'

Laura Varela

Continuous Improvement Technician at CIE Galfor

It was this flexibility and customisation that helped CIE Galfor post some impressive figures.

'We've definitely seen a positive change in our 5S process.

Thanks to mlean, the plant's overall grade went from 67% in 2017, to 82% in 2023.

This means we've been able to set higher goals and standards. If we see that some actions are always completed successfully, we add one that's not so successful, and that's how we manage to really improve and optimise our processes.

The mPS has contributed greatly to the reduction of our internal **PPMs, helping us go from 11,800 to around 6,800**.

This means that our PPM numbers for quality have gone down around 60% thanks to the support of the mPS.

With a clearly measurable improvement in their 5S process, Laura and the team were secure in knowing the mPS was working.

But their success went beyond audits, too.

More than just an auditing software

Though Laura and CIE Galfor have most impressively used auditing tools through the mPS, the software itself has helped make continuous improvement a reality across the factory.

Thanks to the way **the mPS displays all the data we need** and how reliable the information is, we've been able to get where we are now way **faster and in a more streamlined way**.

Laura Varela
Continuous Improvement Technician at CIE Galfor

And additional benefits have been found in the Problem Solving module. One of the mPS Improvement Drivers designed to help factories learn from and act on input data, Problem Solving's power was revealed when CIE Galfor stopped using it.

We've also noted that **when we stopped using Problem Solving**, several **recurring problems started to come back again**, so we're starting to reintroduce this tool because it's very helpful to make sure all these issues are **resolved for good.**

Laura Varela
Continuous Improvement Technician at CIE Galfor

Far from using the mPS for one function alone, Laura and her team are finding benefits spread across a range of features.

Thanks to this, **CIE Galfor is becoming a corporate-level benchmark in the push for Digital Transformation**.

Digital Transformation done right

With all parts of the mPS working to improve CIE Galfor's processes, it's becoming a reference point across the whole corporate structure.

For auditing in particular, CIE Galfor stands out as an exemplary success story for Digital Transformation.

'We had a number of meetings with other plants such as China and Lithuania, and we spoke a bit about how we're doing with Digital Transformation and what are the results.

Because **we've improved regarding audits, data gathering, and analysis, we've exported our knowledge to other plants in the group** so they can analyse whether these functionalities would be a good addition to their plants.

The mPS has helped us become more of an authority when it comes to audits within our group. When we have any external auditors visiting, they always leave quite happy to see how our data registry looks, all this thanks to the mPS.

Laura Varela

Continuous Improvement Technician at CIE Galfor

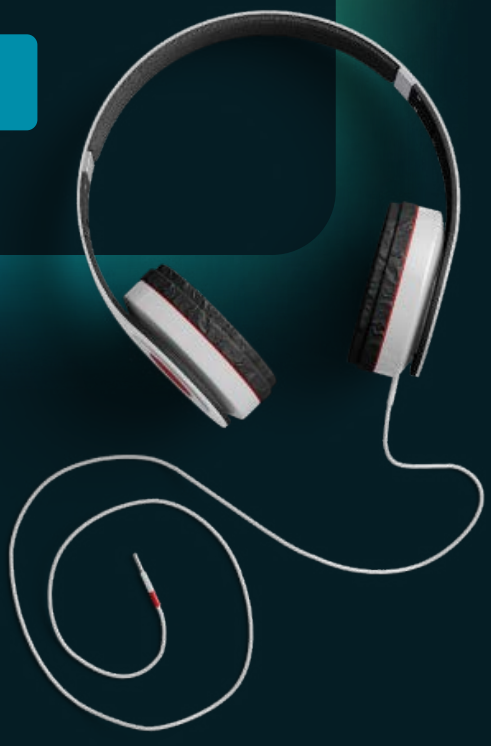
Take continuous improvement digital with the mPS

If, like CIE Galfor, you want to **use digital tech to step up optimisation and profitability in your factory**, the mPS has you covered.

Our software is a comprehensive suite of tools designed to help you continuously improve every part of your production line, from audits to standard work and beyond.

Come and see for yourself with a free demo!

Book your free demo



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