

Using PeopleSoft and UPK to achieve ISO 9001:2000 Certification in record time

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Berlin Packaging



ISO 9001:2000

CERTIFIED
QUALITY
MANAGEMENT
SYSTEM

Agenda

- Who is Berlin Packaging?
- What is ISO 9001:2000?
- Berlin's Quality Management System
- Fit-Gap Analysis
- Additional Enhancements in PeopleSoft
- Using the User Productivity Kit (UPK)
- Questions

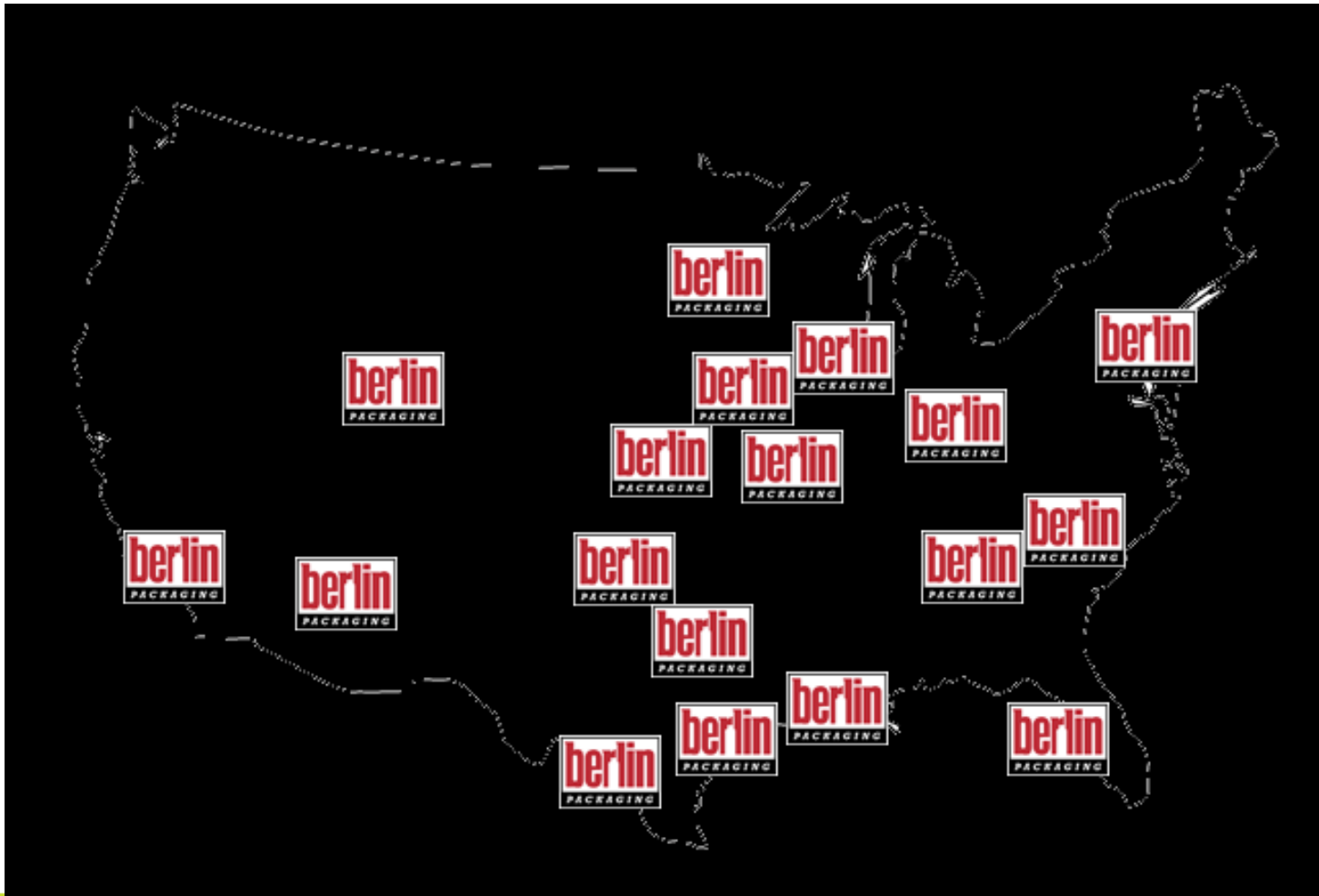
Who is Berlin Packaging?

- The leading hybrid-packaging supplier in North America
- Provides containers and closures to markets such as the chemical, automotive, food, and personal care industries.
- Privately held company, based in Chicago
- Over 100+ years of History
- Annual sales approaching \$400MM

Samples of Products in Berlin Containers



Berlin Packaging Locations



Employees at Berlin

- 250+ employees
- Each Distribution Center (DC) is autonomous
- Employees wear many hats – Power Users
- Anything is Possible™ attitude

PeopleSoft Environment

- PeopleSoft 8.0—Initial Go-Live October 2001
- Upgrade to 8.8 in February 2005
- Currently on PeopleTools 8.48
- User Productivity Kit (UPK)
- PeopleSoft Portal
- 100% Microsoft Environment with HP/Compaq Servers

PeopleSoft Applications

- Inventory
- Purchasing
- Order Management
- Cost Management
- Manufacturing
- User Productivity Kit
- General Ledger
- Payables
- Receivables
- Billing
- Enterprise Portal

What is ISO 9001:2000?

The International Organization of Standards specifies requirements for a quality management system where an organization needs to demonstrate its ability to consistently provide product that meets customer requirements and aims to enhance customer satisfaction through the effective application of the system, including processes for **continual improvement** of the system and the assurance of conformity to customer requirements.



Berlin's Quality Management System

- 12 Weeks to earn ISO Certification
- Less than \$25K to complete
- 1 consultant for 2 weeks
- 5 Internal Auditors
- High Level Points
 - Quality Policy
 - Quality Objectives
 - Quality Manual
 - Standard Operating Procedures (SOPs)

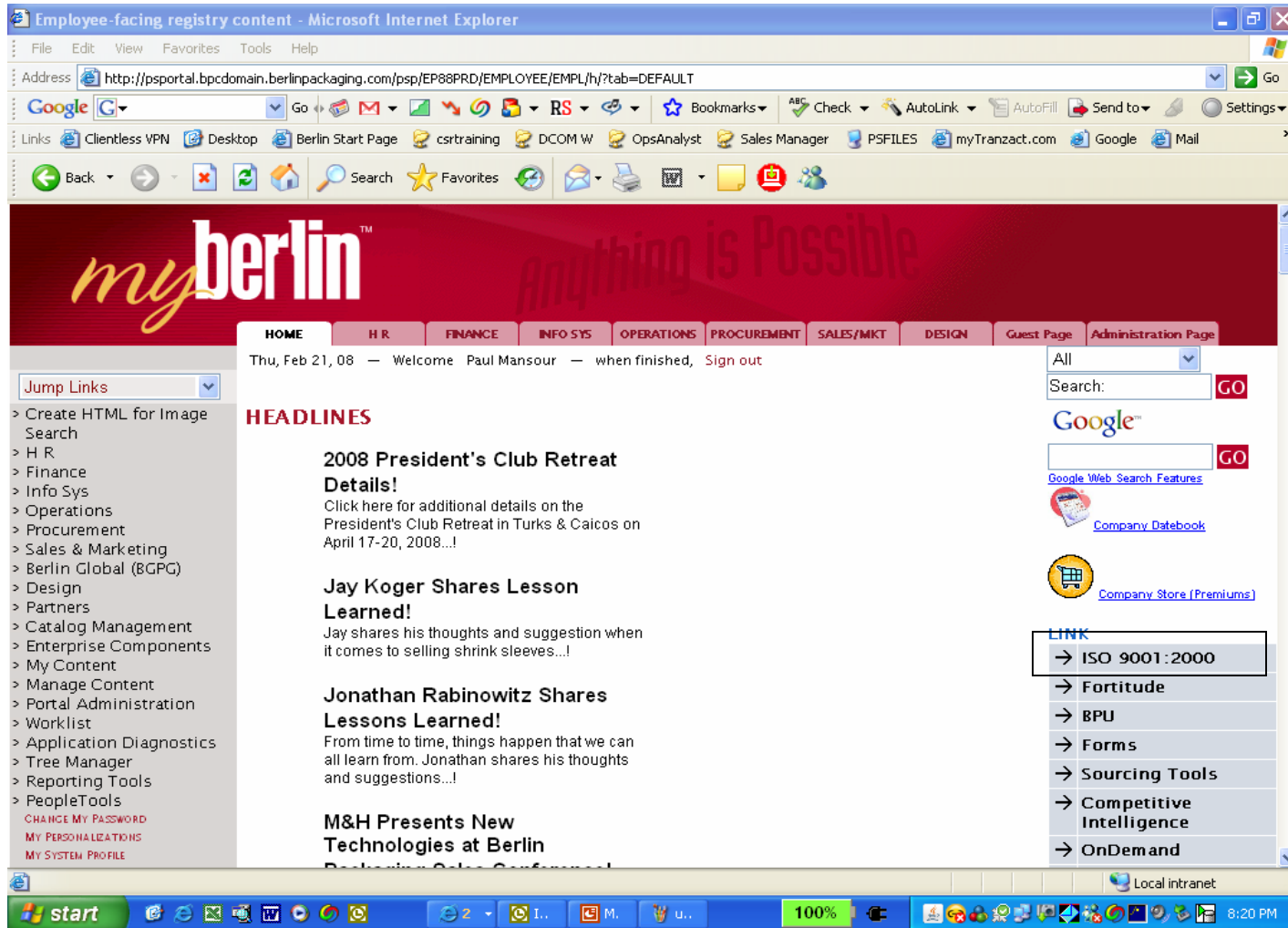
Quality Policy

At Berlin Packaging, we strive to have a **positive impact on the income of our customers**. This is done through providing packaging and service solutions that **increase customer's revenue, decrease their costs and/or improve their productivity**. Along with having a positive impact on their income, we are committed to **providing accurate and timely information and product to our customers** while **continuously looking for ways to improve our processes**.

Quality Objectives

- * Achieve 99%+ Warehouse On Time Shipments
- * Reduce Customer Returns
- * Large customers (70% of sales or annual sales in excess of \$400,000) will have Business Reviews conducted by salespeople where we obtain feedback on performance.
- * Negotiate cost reductions on existing components that we sell. We will document anticipated savings and set a goal of 1% of yearly cost of sales.

MyBerlin – Internal Portal



SOPs

ISO 9001:2000 - Microsoft Internet Explorer

Address: http://psportal.bpcdomain.berlinpackaging.com/psp/EP88PRD/EMPLOYEE/EMPL/e/?url=http%3a%2f%2fpsfiles%2fiso%2fiso1.htm

myberlin

HOME H R FINANCE INFO SYS OPERATIONS PROCUREMENT SALES/MKT DESIGN Guest Page Administration Page

Thu, Feb 21, 08 æ Welcome Paul Mansour æ when finished, Sign out

Jump Links

- > Create HTML for Image Search
- > H R
- > Finance
- > Info Sys
- > Operations
- > Procurement
- > Sales & Marketing
- > Berlin Global (BGPG)
- > Design
- > Partners
- > Catalog Management
- > Enterprise Components
- > My Content
- > Manage Content
- > Portal Administration
- > Worklist
- > Application Diagnostics
- > Tree Manager
- > Reporting Tools
- > PeopleTools
- CHANGE MY PASSWORD
- MY PERSONALIZATIONS
- MY SYSTEM PROFILE
- MY DICTIONARY

Search: GO

What is Berlin Packaging's Quality Policy?

At Berlin Packaging, we strive to have a positive impact on the income of our customers. This is done through providing packaging and service solutions that increase customer's revenue, decrease their costs and/or improve their productivity. Along with having a positive impact on their income, we are committed to providing accurate and timely information and product to our customers while continuously looking for ways to improve our processes.

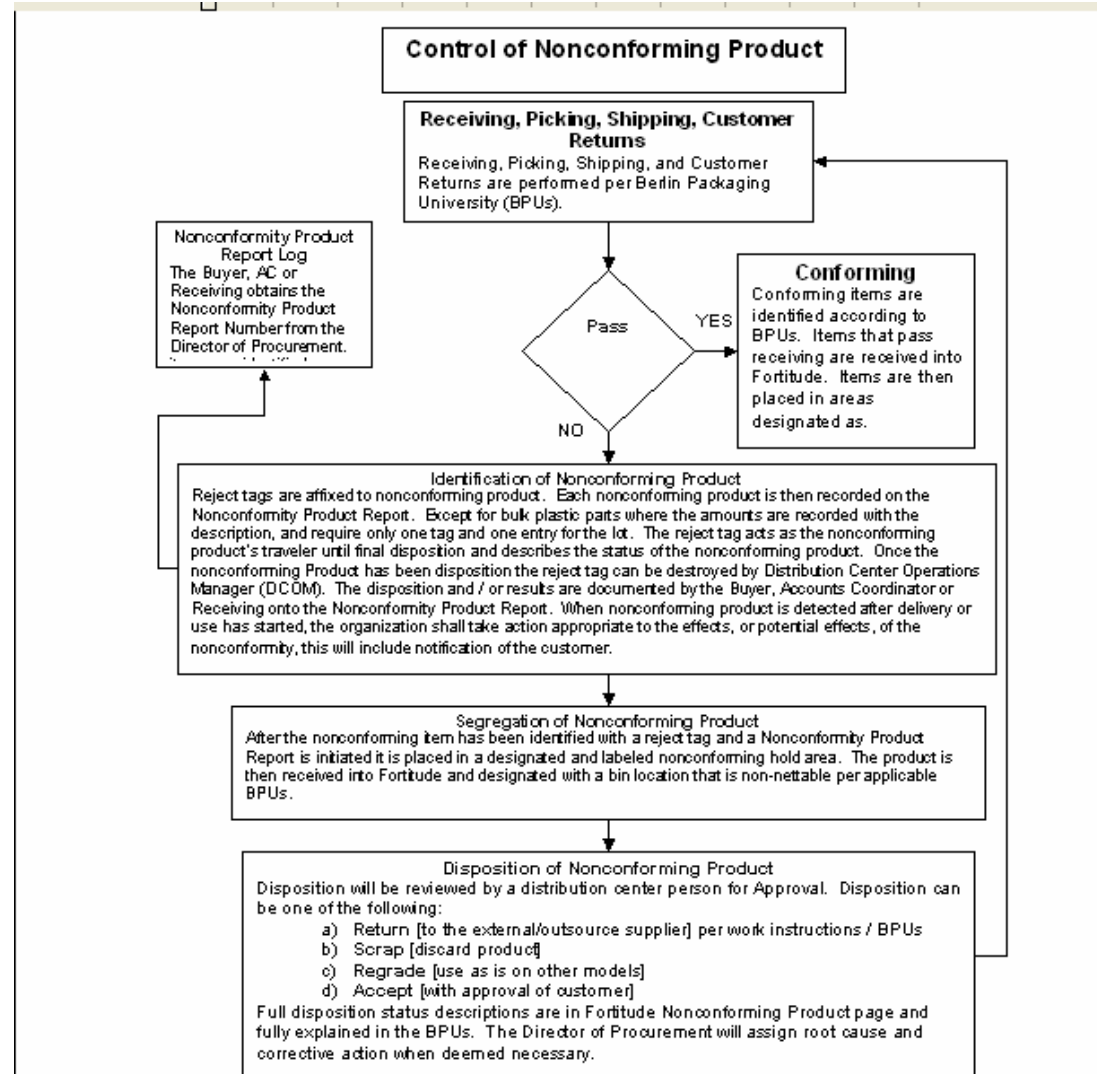
Quality Policy	Quality Manual	Procedures
Quality Policy	Quality Manual	Master Procedure Listing
Quality Objectives		SOP 4.2 - Procedure Writing
Interaction of Processes		SOP 4.2.3 - Control of Documents
ISO Awareness Training		SOP 4.2.4 - Control of Records
ISO Awareness WebEx		SOP 6.2 - Provision of Resources
		SOP 7.2 - Contract Review
		SOP 7.4 - Purchasing
		SOP 7.5 - Product Realization
		SOP 8.2.2 - Internal Audit
		SOP 8.3 - Control of Nonconforming Product
		SOP 8.5.2 - Corrective Action
		SOP 8.5.3 - Preventive Action
		Master Records Listing
		Master Form Listing

QUALITY OBJECTIVES

The links below provide additional information and details regarding our Quality Objectives for 2008

Done Local intranet 100% 8:24 PM

Example of an SOP




Fit Gap Analysis

Missing many important aspects in PeopleSoft


- Control of Non Conforming Product
- Corrective/Preventive Action
- Measure On Time Delivery (Objective)
- Record Customer Feedback
- Additional Training/Work Instructions

The Answer? Create New PeopleSoft Pages and UPK courses

Control of Non Conforming Product



[Home](#) | [Worklist](#) | [MultiChannel Console](#) | [Performance Trace](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Help](#) | [Customize Page](#) | 

Menu

- Quality Management
 - Corrective/Preventive Action
 - Nonconforming Product/Service
 - Quality Reports
 - Demand Planning
 - Inventory Policy Planning
 - Supply Planning
 - Grants
 - Program Management
 - Project Costing
 - Proposal Management
 - Resource Management
 - Staffing
 - Travel and Expenses
 - Billing
 - Accounts Receivable
 - Accounts Payable
 - eSettlements
 - Asset Management
 - Banking
 - Cash Management
 - Deal Management
 - Risk Management
 - VAT and Intrastat
 - Excise and Sales Tax/VAT IND
 - Commitment Control
 - General Ledger
 - Allocations
 - Statutory Reports
 - Data Exchanges
 - Set Up Financials/Supply Chain
 - Enterprise Components
 - Government Resource Directory
 - Background Processes
 - Worklist
 - Application Diagnostics
 - Tree Manager
 - Reporting Tools

Nonconforming Product/Service
Internal Notes
Attachments

Nonconforming ID: 01224 **Business Unit:** 00016

Status: 2 - Assigned **Assigned User:** KOBERG **Assigned Due Date:** 02/28/2008

Reason: 5. Service related issue **Customer PO:** **Created By:** KOBERG

Problem: 3 TRUCKS IN 3 WEEKS HAVE BEEN DELAYED WHILE IN TRANSIT. BERLIN PACKAGING HAS LIMITED DOCK SPACE THEREFORE RUNS A VERY TIGHT SCHEDULE ON INBOUND TRUCKLOADS. PO 1600029856 **Created Date:** 02/21/08 2:13:24PM

Last OPRID: KOBERG

Last Update: 02/21/08 2:16:55PM

Customer ID: NOT APPLICABLE

Supplier ID: 104218 Gerresheimer Glass Inc- Millville

Item ID: 116641 BOSTON ROUND 32OZ 33-400 FLINT #L0691R 20PK

Cost: 0.36000 **Quantity:** 1 **UOM:** EA

PO ID: 1600029856 Drop Ship? **Approximate Financial Impact:**

MFG Lot ID: **MFG Itm ID:** 30691100039 **Conversion Rate:** 1.00000000

RMA No: **Berlin Sales Order No:** [Email Report: Standard Version](#)

RTV ID: **Berlin Adjustment Voucher ID:** [Email Report: Customer Version](#)

Supplier Due Date: 02/26/2008

Supplier Response:

Disposition: **Severity:** **Corrective Action:** No

Save
Return to Search
Previous in List
Next in List
Notify
Add
Update/Display
Includ

Corrective/Preventive Actions

berlin Home | Worklist | MultiChannel Console | Performance Trace | Add to Favorites | Sign out

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[New Window](#) | [Help](#) | [Customize Page](#) |

Corrective/Preventive ID: 00062 **Business Unit:** 00005 [Send Report to email](#) ✖

Status: In Process **Created By:** RGALL

CPAR Type: Corrective **Created Date:** 02/15/2008 1:24:38P

CPAR Origin: Internal Audit **Last OPRID:** RGALL

Priority: 3 - High **Last Update:** 02/15/2008 1:26:35P

ISO Standard: 6.2.2

Owner: BALBRIGHT Bruce Albright

Problem: More than one training record was found without target dates for training events and training events that had been completed were not documented

Customer ID:

Conformance: Minor

Corrective/Preventive Team Customize | Find | View All | First 1-2 of 2 | Last

	User ID	Name of Team Member		
1	BALBRIGHT	Bruce Albright	+	-
2	RGALL	Robert Gall	+	-

[Finding](#) | [Immediate Resolution](#) | [Root Cause](#) | [Long Term Action](#) | [Follow Up](#) | [Quality Review/Close](#) | [Attachments](#)

Measuring On Time Delivery

Warehouse Late Shipments

Business Unit 00002 End Date 02/15/2008

	Confirm	Customer ID	Customer Name	Reason Code	Client Impact	Early/Late	Org Early/Late	Additional Info	Orig Sched Date	Schedule Date	Item Shipping Date	C/P
1	<input type="checkbox"/>	100416	Fruit Of The Earth, Inc.		<input type="checkbox"/>	3	3		02/08/2008	02/08/2008	02/13/2008	2'
2	<input type="checkbox"/>	100416	Fruit Of The Earth, Inc.		<input type="checkbox"/>	3	3		02/06/2008	02/06/2008	02/11/2008	2'
3	<input type="checkbox"/>	100416	Fruit Of The Earth, Inc.		<input type="checkbox"/>	2	2		02/11/2008	02/11/2008	02/13/2008	2'
4	<input type="checkbox"/>	100416	Fruit Of The Earth, Inc.		<input type="checkbox"/>	3	-242		01/25/2009	02/06/2008	02/11/2008	2'
5	<input type="checkbox"/>	103008	Maestro-Gro Inc.		<input type="checkbox"/>	2	2		02/11/2008	02/11/2008	02/13/2008	VI B
6	<input type="checkbox"/>	114573	Aloe Vera of America, Inc		<input type="checkbox"/>	12	7		02/01/2008	01/25/2008	02/12/2008	11
7	<input type="checkbox"/>	114573	Aloe Vera of America, Inc		<input type="checkbox"/>	20	20		01/15/2008	01/15/2008	02/12/2008	11
8	<input type="checkbox"/>	114573	Aloe Vera of America, Inc		<input type="checkbox"/>	23	23		01/15/2008	01/15/2008	02/15/2008	11

Recording Customer Feedback

berlin
PACKAGING

Home | Worklist | MultiChannel Console | Performance Trace | Add to Favorites | Sign out

New Window | Help | Customize Page | hcp

Conversations | References | Attachments

SetID: BERLN **Customer:** 115833 K-V Pharmaceutical Company

Status: **Description:** CBR 2/21/07

Subject: CUSTOMER FEEDBACK **Sub-Topic:**

Review	Follow Up	Reference Amount
Review Days: <input type="text" value="38"/> Date: <input type="text" value="04/02/2007"/> <input type="text" value="31"/> User: <input type="text" value="CMURPHY"/> <input type="text" value="Done"/> <input type="checkbox"/> Supervisor Review	Action: <input type="text"/> <input type="text"/> User ID: <input type="text" value="CMURPH"/> <input type="text" value="Done"/> <input type="checkbox"/> Letter: <input type="text"/> <input type="text"/> Date:	Amount: <input type="text"/> Promise Date: <input type="text"/> <input type="text"/> <input type="text"/> Confidence: <input type="text"/>

Keywords

Keyword1: **Keyword2:** **Keyword3:**

Conversation Entries Find | View All First Last

DateTime: 02/23/07 10:37AM **User:** CMURPHY **Visible**

Contact ID: 7688 Max Merz **Telephone:** 314/645-6600 **Extension:**

Comments:

Once we got through with that. Max challenged me on the sell price I used for the tubes - In the future I need to use \$6 per tube. He said the savings amount i used for improved productivity was too low s/b \$80K, too low on the AC employee s/b \$60K, 2 employees in shipping/receiving s/b \$100K. Sell price used in Increased Sales too low s/b \$15 and that my margin calculation of 50% was also too low - but didn't give me a number on that.

I approached again bringing Chris and/or Eric into the mix and was shot down. Max likes to control things.

What about Training?

The Answer? User Productivity Kit (UPK)

Some History regarding the UPK

- Upgrade to 8.8 – (2004)
- Branded as “Berlin Improvement Project”
- 20+ Employees part of the project, 2 outside consultants
- 50+ Business Processes documented
- 100+ Key enhancements are incorporated into Project
- Interactive Training tool - User Productivity Kit (UPK) is used
- Web based product - similar to Computer Based Training
- 4 Modes – See It, Try It, Know It, and Do It

Best Practices – Using the UPK

- Dedicated UPK analysts creating topics with SMEs
- Review and Approve topics by broader SME group
- Identify all topics each user has to take (role based)
- Topics created on company data, not PeopleSoft
- Roll out WebEx/Conference call prior to launch
- 83% pass rate for each topic
- Provide “Sandbox” environment

Berlin Packaging University

The screenshot shows a web browser window titled "User Productivity Kit - PeopleSoft 8 - Microsoft Internet Explorer". The main content area is divided into two primary sections:

- Outline (Left Panel):** A navigation tree with a search bar at the top. The tree is expanded to show "General Education" and "Fortitude". Under "Fortitude", there is a "Quality Management" folder containing several tasks: "Enter Nonconforming Product/Service (NCPS)", "Assign NCPS and add Internal Notes", "Add a Due Date & Generate NCPS report", "Enter Supplier Response, Disposition, Severity, Closing", "Recording Customer Feedback", "Supplier Corrective Action", and "Corrective/Preventive Action Request". Other categories include "Inventory Analysis", "Inventory - Physical", "Inter-Unit Transfers", "Item Setup", "Sales Orders - Warehouse", and "Sales Orders - Drop Ship".
- Concept (Right Panel):** A main content area with a header "WELCOME TO BERLIN PACKAGING UNIVERSITY!". Below the header is a large circular logo for "BERLIN PACKAGING UNIVERSITY" featuring a triangle with "CUSTOMER" on the left, "SUPPLIER" on the right, and "Berlin" in the center. Below the logo are three links: "Take the Berlin Packaging University Tutorial (10+ Minutes)", "Course Directory", and "Change Management Guide". A paragraph of text follows: "At Berlin Packaging University, you will learn what it means to be part of a world class organization. Each one of you successfully passed a vigorous and challenging interview process, and are now part of the leading packaging supplier in the country. Now, we would like to share with you our training and knowledge to help you".

At the top right of the application area, there is a "Playback Mode" section with icons for "See It!", "Try It!", "Know It?", and "Do It!". Above these icons are links for "Preferences", "Help", and "Close".

Putting it all together -How we did it?

- Great PeopleSoft and UPK foundation
- Rapid Development
- Roll out Training through BPU's and WebExs
- MyBerlin used to view all SOPs, Quality Policy, etc.
- Internal Audit and Training in all locations
- Management Buy In!
- Anything Is Possible™ Attitude