

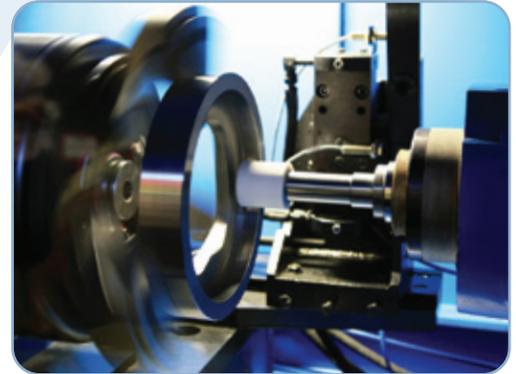


ENABLING ENVIRONMENTAL COMPLIANCE

ComplianceXL enables compliance
for a large manufacturer of
industrial automation products

About the Client

The Client is a global leader in industrial automation based in USA serving customers in over 80 countries. The Client majorly operates in architectural and software segment (developing automation control and information platforms, applications and components) and also offers motor control products and services. Having a strong foundation laid in the early 20th century and enabling Smart, Safe and Sustainable manufacturing has made the Client an unshakable technology leader.



Business Need

With increase in environmental compliance regulations across the globe, the Client started to face data deficiency in their ongoing Compliance management program. The competitive edge they had built in the market for over a century began to get threatened with new regulations and revisions in the directives on a regular basis.

The Client, recognized for its unrelenting focus on innovation and excellence, started to dread the blemish that environmental non-compliance could cause. Being a true market leader ready to take on challenges with fully equipped strategies, the Client conducted an internal evaluation. The audit was done to estimate the Client's readiness for compliance covering data requirements, processes to be followed, timelines and awareness internally as well as within their supply base as to how compliance regulations would affect their business.

At the end of this analysis, the following glaring inadequacies of the existing data management mechanism came to the forefront:

- Inability to provide complete information of compliance on each product
- Lack of coverage on custom parts for full material disclosure
- Inefficiency in handling RoHS, REACH & Conflict Minerals compliance individually

The incompetence of the existing system led to a situation where the Client was way behind schedule for each of the main compliance initiatives. Moreover, poor coverage of parts was leading to a situation which would need them to invest considerable time and cost to conduct chemical research and testing. This would further contribute huge delays in the compliance program.

Based on this, the Client decided that they needed to evaluate service providers who were experts in compliance data collections services and would be competent in handling the process efficiently and cost effectively.



Without any further loss of time the Client contacted several environmental compliance service providers across the globe. Impending compliance management for over 60,000 parts and learning from the previous exercise helped the Client lay out numerous benchmarks and guidelines to be followed.

Strict timelines were clearly communicated to all the contenders and the Client emphasized the need for transparency during the compliance support process.

Why ComplianceXL?

Considering a large set of component parts to be worked upon within strict deadlines, the Client conducted an extensive vendor selection and evaluation process that lasted over a period of 90 days. The Client was looking to identify the most suitable service provider based on multiple evaluation criteria including demonstrable capability in handling custom parts for compliance.



Towards the end of the process ComplianceXL successfully managed to convince the Client of its superiority over the other providers due to the following competencies:

- A decade of experience in providing Compliance Support to major players in the industry
- Credible track record in custom parts processing
- Very strong Data Sourcing team with good links with over 10000 global suppliers
- Ability to consolidate and run multiple compliance programs
- ISO certified Quality Management System, built on a continuous improvement philosophy
- Strong engineering skill sets, offering value added sustenance engineering services
- Commitment to customer satisfaction, actively monitored using the Net Promoter Score (NPS) system
- Excellent customer service systems with clear communication channels

Solution

In order to cater to the specific Client requirements and offer a comprehensive coverage on full material disclosure for custom parts, ComplianceXL set up a dedicated Compliance management team led by a Program Manager, with strong domain experience of over 12 years and team comprising of Compliance Specialists and Component Engineers.

The process started with a preliminary data audit and gap analysis. This allowed ComplianceXL to define a clear scope of work document with a detailed project plan, roles and responsibilities, key milestones and overall project management plan.



Once the project was initiated, transparent communication was maintained with the Client, to keep them updated on the progress and to jointly address any unexpected challenges that came up. The following major tasks were completed as part of the engagement:

1. Defining data requirement for RoHS, REACH and Conflict Minerals
2. Supplier outreach and data collection
3. Data conversion to set standards
4. Setup of a Compliance Maintenance program

ComplianceXL successfully enabled the Client to maintain its market leadership position and completed the full material disclosure process with substantial cost and time benefits.

The following specific benefits were delivered to the Client by ComplianceXL:

- On time delivery: The process was completed within strict deadline adherences and hence helped the Client derive competitive edge in the market
- Cost Efficiency: Maximized coverage of custom parts gave best cost benefit to the Client. Additionally the Client did not have to entail the enormous task of chemical testing for parts to create complete information
- Maximum coverage: With very strong data collection competencies, the Client was confident that if the data could be collected, it had been obtained, and that results were not based on whether ComplianceXL's database had the parts information or not
- Data Flexibility & Adaptability: Documents provided with full material disclosure would enable the Client to adapt to the evolving changes in environmental regulations and would reduce the activity of re-surveying the suppliers time and again to provide information.



Conclusion



ComplianceXL played a critical role in enabling a smooth data collection process and helped the Client derive significant business benefits. After completion of the initial engagement, ComplianceXL entered into an ongoing compliance management program with the Client, which would ensure that there is a steady reliable mechanism for the Client to meet new compliance challenges as well as ensure that new parts that enter the system have required compliance documentation. The fact that this maintenance program has been renewed for 4 years in a row itself speaks volumes about the success of the collaboration between the two organizations.



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