SYNTAX

Quality Assurance Management

Syntax develops management solution for quality assurance for Broetje-Automation using Power Platform

In a project-driven environment, processes often involve a variety of different solutions and systems. Broetje-Automation partnered with Syntax to develop a solution for quality assurance that brings together all data sources in order to visualize insights as a single pane of glass.

Complex system landscape challenge

Broetje-Automation designs and builds machines and systems for industrial assembly and production, for customers in the aviation and wind energy sectors. At 23 locations in seven countries worldwide, the group supports companies in the automation of high-precision assembly processes. Quality assurance (QA), particularly for very large assemblies and structures, is a central and important part of the work.

The QA organization at Broetje-Automation requires access to various data sources, as specialized software is used depending on the area of application. For example, there is one solution for project management, in which milestones such as quality inspection points are mapped. There is another where incoming and outgoing goods are recorded, and a third one for quality management to organize the QA process.

In order to maintain an overview in this system landscape, the QA team at Broetje-Automation previously had to merge the different data sources for personnel and resource planning manually. However, this practice had one major drawback: the information from the systems had to be constantly updated. "The lack of interfaces meant that we had to invest a lot of time into manual data transfer, which was also prone to errors," recalls Steffen Ahlers, Project Manager Quality Assurance at Broetje-Automation. "The information was available — but in separately maintained systems."

Since more personnel are required at peak times during various project phases, forward-looking planning was particularly important. This was only possible to a very limited extent with the manual solution — due to the lack of central visualization of the data.

> *During our partnership with Syntax, the combination of technological expertise and a deep understanding of our industry-specific requirements was a crucial factor for success.*
>
> *- Steffen Ahlers*
> *Project Manager Quality Assurance at Broetje-Automation*

A single point of truth with Power Platform

As part of a larger company-wide digitalization initiative, all planning data should flow together in a central IT solution. "In dialogue with Syntax, we decided to develop our own application based on the Power Platform," explains Steffen Ahlers.

"This resulted in a centralized planning tool that is now used as a single point of truth for project management in quality assurance." With the app, the Broetje-Automation QA team can view and update the status of project milestones at any time via an intuitive user interface.
All important information is available, from outstanding work steps, material deliveries, and installation status, through to planned commissioning and the specific tasks carried out by team members on site at the customer.
"Assets such as an order or drawings of components can be retrieved with just a few clicks using our new tool — regardless of the employees' devices," says Steffen Ahlers.

Another significant advantage over the previous approach is that the newly developed solution is connected to various other IT systems, which in turn can be updated via the app.
For example, booking vehicles from the fleet can be done as easily as checking incoming supplier documents. "With the new tool, we can track what has been done and when, right down to the individual component. This makes our work much easier and noticeably increases the quality of service for our customers," emphasizes Steffen Ahlers.

Clear insights, directly from ERP data

Another item on Broetje-Automation's wish list was the ability to visualize project-related data stored in the ERP. "Depending on the project and phase, we might receive several hundred deliveries within a week, that need to be checked. We wanted a tool that would help us recognize such peaks early and plan for it." says Steffen Ahlers. To provide the QA team with all the relevant information, Syntax developed several Power BI dashboards to get ahead of the problem before it occurs.

Further rollouts and solutions planned

"Syntax worked really hard to hit our requirements and we definitely benefited from their technological expertise," summarizes Steffen Ahlers.

"The partnership was also always constructive and highly trusting. Right from the start, the entire project was characterized by collegial interaction, efficient teamwork and remarkable commitment." And Steffen Ahlers is confident that this will not be Broetje-Automation and Syntax's last project. "We are already evaluating other productive projects."

About Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions. Guided by our Boutique @ Scale approach, we tailor every engagement to our customers' priorities, combining boutique-level agility and care with the reach and resilience of a global enterprise. Supported by a broad ecosystem of technology partnerships, we empower customers to scale faster, work smarter, and build for what's next.

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