



Centralizing data to leverage best practices

SanDisk

One of the leading global manufacturers in flash memory cards, SanDisk had numerous tools for tracking data about its production quality. Every department had their own way of tracking corrective actions from quality audits, and no traceability of corrective actions being implemented across the organization. The lessons being learned at the department level were lost and hence forgotten. This prevented SanDisk from leveraging this learning across the organization to improve the overall quality of its products.

The Challenge

Miri Infotech Inc. was challenged by SanDisk to assist in creating solutions for tracking common, successful processes in areas of business practices, ethical practices and risk assessments currently being followed at the department level and to create an organizational-wide view of these practices. The challenge was to spread the best-practices being used at the department levels across the entire organization, by creating simplified and complementary tools.

The Project

Within 15 days, Miri created a team, consisting of an on-site coordinator and

four offshore developers. Our on-site coordinator, proficient in Agile development, implemented SCRUM, set up product backlogs, developed user stories and setup sprints that were 2 – 4 weeks long. Our development team, proficient in MySQL/Microsoft SQL/Oracle 10g, PHP, .Net and Web2.0 (AJAX, DHTML, JavaScript, etc.), was able to deliver to the fast paced customer requirements.

In 16 weeks our team implemented a configurable online Audit Management System that allows defining, scheduling, implementing, monitoring and recording of client's audits across the entire organization.

Following are some key features of the system:

- **Collect, Track & Report Operational Data**

Maintain daily operational data in a central system accessible across workgroups, departments, facilities, and locations.

- **Automated Alerts**

Send automated email notifications to:

- Employees and/or their

supervisors, for pending and overdue actions.

- Managers of missed or incomplete tasks ensuring that they are notified of their current status and to take action to complete, as needed.

- **Real-Time Reporting**

- Generate ad hoc, boardroom quality reports for audits, Non-Conformances (NC), and corrective/ preventive actions.
- Enables reporting on all the data collected in the Audits Management System.
- Support on-line reporting capability.
- Data pulled automatically and presented in standard reporting formats.
- Ability to run analytics on the data.
- All reports will be recorded in a database for later retrieval.

- **ISO 9001, ISO 14001, and OHSAS 18001**

Ability to configure the system to meet the organizations unique audit management needs such as establishing custom audit checklist for the listed standards and other internal audit types.

- **Security Controls**

Define unique security settings for different levels of user access and access management controls. This feature ensures that only approved employees have access to confidential information and maintains appropriate compliance controls.

- **Audit Scheduling**

- Defined annual audit calendar.
- Online scheduling and automated rescheduling of audits.
- User definable audits with multiple audit criteria.
- Audit Checklist.

- **Non Conformance Management**

- Major, minor NC, OFI
- Reported through Corrective and Preventative Actions Management System.

- **Integrations**

- Employee Quality Management System (EQMS)
- CAPA Management System

The Net Result

Miri implemented this system in 16 weeks. SanDisk reaped the benefits of a simplified, electronic system spanning their entire organization, eliminating all paper work, and reducing follow-up time by more than 50%.

Other projects that Miri has done for SanDisk include an Online Training Management System, Online Survey System and Six Sigma Project Management.

Additionally, Miri has been retained to do further development work for SanDisk in the area of Quality Audit management. Specifically, to recognize quality incidents, track actions needed, build a lessons-learned database and be able to report out to the organization.

About SanDisk

SanDisk Corporation is the global leader in flash memory cards, from research, manufacturing and product design to consumer branding and retail distribution. SanDisk's product portfolio includes flash memory cards for mobile phones, digital cameras and camcorders; digital audio/video players; USB flash drives for consumers and the enterprise; embedded memory for mobile devices; and solid state drives for computers. SanDisk is a Silicon Valley-based S&P 500 company, with more than half its sales outside the United States.

About Miri Infotech Inc.

An ISO certified software consulting firm, with enduring proficiency in providing Software Development, Web Application Development, Website Design, Embedded System Development and Customized Software Application Development stands proud to say that *Quality is our essence*. Miri was founded in the year 2003, its corporate head office is in Fremont, California, U.S., with a branch office in Chandigarh, India

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