



JOST International Implements  
**squeaks**<sup>™</sup> To Improve Quality

# JOST International Implements **Squeaks**™ to Improve Quality

**JOST**, a truck parts manufacturer, has operations facilities in Michigan and Tennessee with over 275 employees. The manufacturer wanted to detect errors on its production lines more quickly in order to save time and unnecessary costs.

## THE OBJECTIVE

JOST's information technology manager, Scott Dyk, set out to find a better way to monitor very precise machine calibrations that had a major impact on the product coming down the line.

For example, one machine on the line at the Michigan plant is responsible for punching holes into tubing. The holes must be aligned within a fraction of an inch to remain within "passing" parameters.

While the holes are inspected by a machine, employees must interpret the digital readout from the inspection to determine whether the tubing can proceed down the line.

An incorrect approval of any particular segment of tubing meant that it could continue onto the next step of production, only to be identified as improperly-punched at the next step. This "false positive" dramatically slowed down production times.

Worse yet, if the holes in the tubing were misaligned by a very minute margin, the tubing could continue all the way to the customer, where the tubing could be used in assembly of landing gear, only to have to be disassembled and the tubing part completely replaced before re-assembly, resulting in significant cost and time waste for both JOST and their customer.

At the highest level, this type of error had the potential to dramatically impact their customer's satisfaction.



**SQUEAKS** generates a viewable log that allows managers to assign alerts, known as squeaks, to team members.

Every team member has their own **SQUEAKS** account, allowing them to view assigned tasks, message other team members or groups and share updates on their progress. Everyone sees what is most relevant to them, helping each individual reach max productivity while avoiding information overload.



# THE SOLUTION

Now that JOST has implemented SQUEAKS, two major changes have happened to the line's performance.

For one, SQUEAKS immediately notifies the appropriate personnel if a tube fails its first inspection. This means that the wasted costs of faulty parts moving down the line are eliminated.

If the operator fails to acknowledge the notification of a failed inspection within a certain period, SQUEAKS can forward the alert to a supervisor who can address why the operator hasn't yet responded or forward to another available employee.

Secondly, SQUEAKS monitors the machine's performance and generates a log that will allow JOST to predict when the machine is wearing down.

This empowers the JOST team to schedule the appropriate maintenance service rather than having to shut down the operation unexpectedly.

## SQUEAKS™ SUCCESS POINTS

1.

JOST has realized significant reductions in both hands-on production time and production costs.

2.

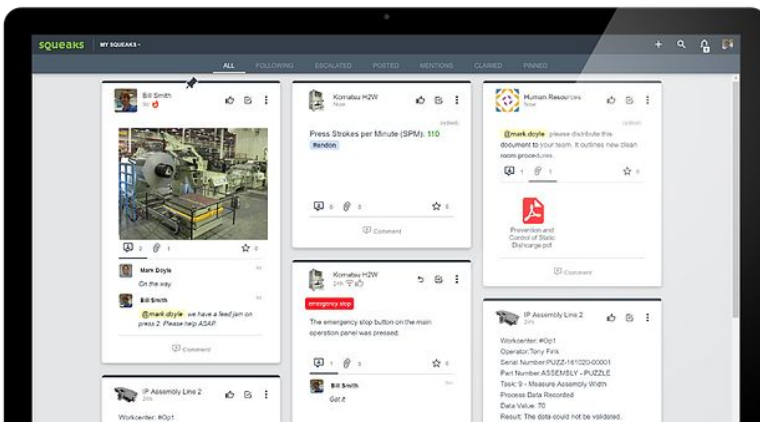
No more faulty parts proceed past the first inspection.

3.

Risk of un-QA'd parts reaching the customer is mitigated meaning that customer satisfaction outlook is greatly improved.

# THE RESULTS

JOST has experienced reduced down-time for its line because SQUEAKS enables them to proactively identify potential product quality with maintenance and calibration.



SQUEAKS is accessible on both desktop and mobile devices which allows every team member to stay connected even while they're on the move.

## Ready to boost performance at your facility?

By improving the way your teams communicate using SQUEAKS...  
you can decrease downtime on your line, increase product quality, and improve traceability.

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