

## CUSTOMER CASE:



Establishing ISO 9001 quality management system in Manufacturing industry.

Yıldız Entegre manufactures MDF, Melamine Faced MDF, Laminate Flooring, Lacquered Flooring, MDF Profile, MDF Door, Door skin, Lacquered MDF and Urea Formaldehyde Resins, Cover Profile and Impregnate Decoration Print in the forestry sector at its existing facilities located on an area of 500,000 m<sup>2</sup>.

Methodology frameworks used:

- Quality management (ISO 9001:2008)

QPR Products used:

- QPR ProcessGuide

Yıldız Entegre, active in the field of forestry for more than 100 years, is the best example for the power of attempt and achievement grand of the Anatolian society. Its success story begins with the wood board trading in the early 1890's and turned out to an integrated facility based on consecutive investments.

Today Yıldız Entegre is among the largest companies in both local and global scale in each sector of its activity. It has the largest Medium-Density Fiberboard (MDF) factory in the world in Kocaeli/Arslanbey, with a MDF door production capacity of 3,500 m<sup>3</sup>/day. It also posses the longest MDF press in the world. The Company ranks in number 60 in the list of the 500 biggest companies of the Istanbul Chamber of Commerce and Industry. Yıldız Entegre, employing 1,250 persons, is on the way to full integration.

## Global MDF Leader Yıldız Entegre established collaborative Quality System and Certification with QPR ProcessGuide



*"We completed all our process in a very short period of time via QPR. With the help of QPR, acceptance and contribution of our employees to the system was extremely easy."*

**Yıldız Entegre wanted to have an easy and "non-bureaucratic" approach to Quality Management and establishing a Quality System. To gain this, they chose QPR ProcessGuide software.**

**Ahmet Akpınar**  
Plant Manager,  
Yıldız Entegre

QPR ProcessGuide process management software was the major factor on Yıldız Entegre's decision to start quality Journey with Kalite Sistem in January 2009. Yıldız Entegre had experienced the bureaucratic aspects of Quality Management System in its other facilities, but was now aware of the software. Thus, Yıldız Entegre Senior Management decided to establish and certificate its Quality Management System with QPR ProcessGuide.

lished in a workshop. The core and sub processes were determined.

### Process modeling started after just a half-days' user training

After half day long QPR ProcessGuide user training the heads of departments started to develop process flows in QPR ProcessGuide within other trainings such as process management and ISO 9001:2008.

First step was the Process Management training. After completing this training with the attendance of managers, Yıldız's process map was estab-

Determination of all tasks, process owners, and the documentation which is used by doing those jobs were designed visually in QPR ProcessGuide.

The order of processes and relation in between them was easily determined.

Seven core, fifteen support processes and their sub processes, in total 78 processes, were completed within expected time. With this project determining and designing 1,408 process steps, 244 organizational units, 847 employees were completed in three and a half month with the QPR software.

While process management continues, the Company started to establish the necessary documents of ISO 9001:2008. Via weekly consultancy meetings selected documents useful for work efficiency were created and implemented.

The plant manager and management representative of Yildiz Entegre, **Ahmet Akpınar** says:

“We completed all our process in a very short period of time via QPR. We uploaded all our organizational structure and employees to QPR. All employees can reach related processes, process steps and documents instantly. While we were establishing our processes and workflows, our employees commented on the created work within QPR ProcessGuide and we reshaped them accordingly. With the help of QPR, acceptance and contribution of our employees to the system was extremely easy.”



## **Process measurement and ERP integration as next steps**

Akpınar adds for their future plans:

“We are going to determine charts, parameters and we are going to set up goals towards those parameters as well as measuring the performance of processes. Then we are going to do improvement plans for the processes which have resulted below acceptable performance. After we have completed those steps, we are going to apply for certification of our system.

Akpınar says, that the determination of Yildiz Entegre’s vision and corporate strategies, establishing strategy maps, establishing company and department level scorecards, measuring the

performance of entire processes and departments dynamically are going to carry Yildiz Entegre out to further point within its competitors: “We also believe that all the work we need to do in the future is going to be completed in a very short period of time with the assistance of QPR ScoreCard performance management software which can collaborate with QPR ProcessGuide. We are going to determine critical success factors for Balanced Scorecard perspective with QPR ScoreCard which also can be integrated in to our Enterprise Resource Planning System”