

## Problem:

# CREATING EFFICIENCIES IN MANAGING JOB INFORMATION

**J**im Horton of Applied Coatings & Linings (El Monte, CA) has been a pioneer in applying computer and internet technology to his shop coating and lining business, which specializes in the coating and lining of vessels and specialty components. Among his achievements have been the development of corrosion.com, the earliest portal in the coatings and linings industry, and the use of barcoding to track the progression of work pieces through his shop.

Two more recent innovations involve the use of the inter-

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net to convey information to customers about the status and results of the work they have purchased from his company, and integrating the computer into regular quality control checks of the shop's operation.

On his company's website, appliedcoatings.com (Fig. 1), customers can observe real time monitoring of shop environmental conditions; job operation time data; and inspection results, including profile readings, dry film thickness measurements, and the results of continuity testing.

Additionally, customers can see the status, schedule, and specifications for the work they have ongoing at the shop once they log in to a password-protected area containing their information (Fig. 2).

Access to this information allows customers to track the progress of their work in an efficient way. They don't have to call the shop to get information on the status of their work; they can check the specs; and they can take advantage of e-mail messaging in the system.

Horton has also used the computer to underpin his quality systems in the shop. Utilizing touch screens on computers, workers can check and monitor items critical to achieving quality and compliance at specified intervals.

Thirty-one critical items, such as dewpoint, breathing systems, and air compressors, must be checked at regular intervals; and specific persons are assigned to check them. If they are not checked within the specified time, the critical item turns red on the touch screen, alerting the worker to his non-compliance with the schedule.

All checks carried out on the touch screens are recorded on a log to confirm that the quality control checks have been carried out.

Horton's careful management of data gives a strong base to his company's quality program and helps to explain why he has the only paint application shop with both ISO 9002 and SSPC QP 3 certifications. Recently, Applied Coatings & Linings underwent its annual audit for recertification by SSPC. The result—a perfect score.



Fig. 1: Home page of appliedcoatings.com

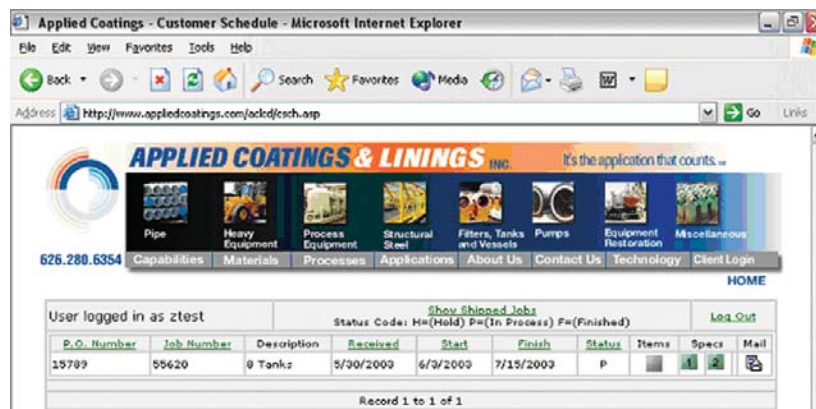


Fig. 2: Customer interface for checking on job status