

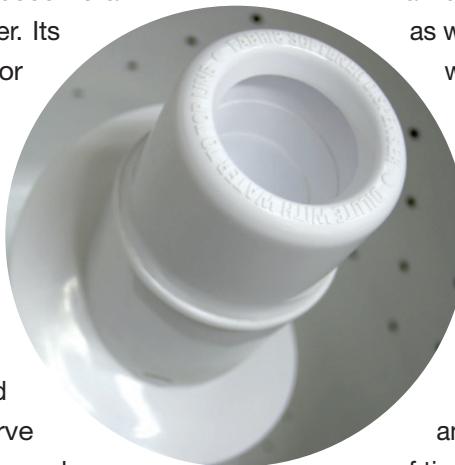
Appliance Manufacturer Mabe Uses Quality Risk Management to Improve Washing Machine Designs

Innovation is a constant in the era of globalization and technology. To face the challenges of its competitors and make a difference, the world's third largest consumer appliance corporation Mabe has become a research and development promoter. Its strategy is not about innovating for the sake of innovation; it is about producing useful technology that will fulfill the needs of its clients and the final consumers.

Mabe designs, manufactures, and distributes white goods in Latin American and Canada and exports ranges and refrigerators to the United States market. In order to preserve quality from product conception through to manufacturing and post-market upgrades and productivity changes, Mabe was performing Failure Mode and Effects Analysis (FMEA) that helped it reduce errors throughout its product lifecycle. FMEAs are designed to show manufacturers where product quality and reliability could suffer, allowing them to fix these errors early in the development process. Lean Six Sigma Leader Cesar Mancilla managed this endeavor, beginning with Mabe's popular line of washing machines.

FMEAs allowed Mabe to design out defects earlier in the production process, but required many man-hours of calculation and formatting in order to produce a report using standard spreadsheet software. FMEA-Pro by Dyadem provided a way for Mabe to continue to conduct FMEAs on its appliances while providing employees with an easy user interface to complete their assessments.

Dyadem's software solutions are helping Mabe maintain and enhance the company's diligent quality standards. With FMEA-Pro, Mabe is able to optimize quality, productivity and safety, while providing an effective way to review the complete product design process and ensure that it exceeds industry standards. Through this



approach, Mabe is taking a proactive stance on quality improvement, which will ultimately limit the potential for failure.

"Maintaining quality is the core of our business as we are only as reliable as the products we produce," said Cesar Mancilla, Lean Six Sigma Leader, Mabe. "Prior to using Dyadem we were operating from manual spreadsheets, which proved to be a tremendous time waster. We reviewed other vendors' solutions, but Dyadem's product proved to have the most configurable libraries, drove actions more efficiently and allowed us to save a great amount of time. The best way for us to tell that the solution is working, is when a problem doesn't occur. Dyadem provides product reliability and organizes the implementation of our corporate-wide quality, risk and reliability programs based on Mabe's standards, which are driven by both our customers and industry alike."

Dyadem's FMEA-Pro solution gives Mabe the ability to more accurately analyze product designs and manufacturing processes. It also increases the amount of studies Mabe can conduct in a fraction of the time it used to take, ultimately preventing unnecessary product failures.

Quality goals cannot be considered achieved if the developed products do not comply with the technical specifications and regulations that each market imposes. Mabe concerns itself with the compliance of all the requirements that the rules of each country stipulates. Dyadem's software is able to be configured to any template dictated by Mabe or by the country it is manufacturing to. The software provides a Windows interface that is common to the user, while including powerful reporting capabilities that allow Mabe to see its highest potential risks in real-time.



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"We don't limit our customers to the formats and templates that we have already developed. Our software is designed so that companies can incorporate their unique quality programs, which is part of their competitive advantage. FMEA-Pro customers can then share information across the value chain so that defects are designed out, products are produced according to specifications and scraps and returns are reduced," said Kevin North, President and CEO of Dyadem.

Dyadem's FMEA-Pro software is designed to keep pace with Mabe's rapid business growth. The rapid change that comes with a project implementation required a well optimized solution that could easily enable access to historical information and provide real-time analysis and evaluation. After evaluating other products, FMEA-Pro proved to be the only product that was flexible and broad enough to link all of Mabe's design data with its manufacturing data.

With Mabe's focus on innovation, FMEA-Pro will assist the company in developing a comprehensive reporting

grid that will help generate new ideas and allow users to quickly enter information and edits into the grid. Through enhanced quality, Dyadem's software will help MABE maintain its stellar reputation in the white goods manufacturing market.

"Mabe has been operating for more than 60 years, and its quality programs are something that it takes immense pride in," said North. "Mabe has now taken the steps to further ensure quality for generations to come. Dyadem's software solution permits Mabe to more rapidly expand its global market share by helping it produce more reliable products faster, and at less cost than its competition."



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