CASE STUDY

E Ink reduces unplanned downtime nearly 100% with Reliance

Key facts:

Company: E Ink

Industry: Electronics

Country: United States

Octave products used: Reliance *(ETQ Reliance)*

Key benefits:

- *Reduced unplanned equipment downtime by virtually 100% through automated calibration and maintenance scheduling*
- *Tracked 6,000+ pieces of equipment across manufacturing, facilities and testing with integrated quality modules*
- *Streamlined ISO 9001 recertification audit by enabling quick navigation between nonconforming materials, document control, CAPA and waiver records*

E Ink Corporation is the originator, pioneer and commercial leader in ePaper technology. The company delivers its advanced display products to the world's most influential brands and manufacturers, enabling them to install extremely durable, low-power displays in previously impossible or unimaginable applications and environments.

Growing demand for E Ink's products meant that E Ink wanted to further integrate its quality processes, taking advantage of all of the benefits of a comprehensive quality management system.

Challenge

Like many enterprises, E Ink's initial step in its quality journey was to implement a document control system. But as the company grew, so did its quality issues. As the document control system neared the end of its life, and the company decided to attain ISO 9001 certification, its quality team realized they needed a more comprehensive quality management system.

E Ink began searching for an enterprise QMS (eQMS) that would grow with the company, allowing it to implement additional quality applications and capabilities as needed over time.

Quality journey



Legacy system
Replace existing limited system with EQMS to keep up with organization growth



ISO 9001
Initiative to gain ISO 9001 certification required additional applications and a scalable system



ROI
E Ink has cut unplanned equipment downtime by virtually 100%.

"Today, nothing falls through the cracks or gets lost in paper forms, and we are able to use Reliance's CAPA module to track how long it takes to close out a corrective action and see improvement in resolution times."

E Ink Quality Team

Solution

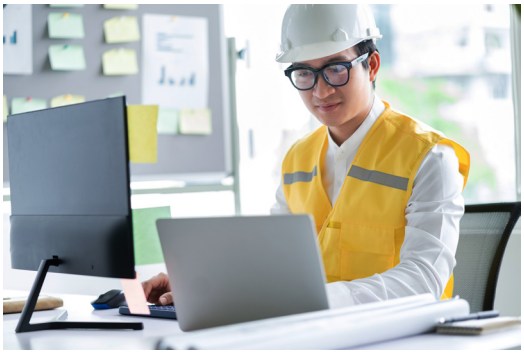
E Ink considered numerous systems, ultimately choosing Reliance due to its ability to grow as the company's needs grew and its competitive pricing. E Ink's quality team implemented Reliance, starting with the Document Control and Corrective Action (CAPA) modules.

After receiving positive feedback about the initial implementation, E Ink's quality team launched additional quality modules, including Deviations/Waivers, Nonconforming Material, Quality Records, Assets, Calibration and Maintenance, Contract Management and several customized applications created specifically for the company — all of which are integrated to allow for seamless data transfer and communication between each application.

E Ink uses the Reliance eQMS to track more than 6000 pieces of equipment across manufacturing, facilities, and testing functions — everything from pumps and motors to temperature and O2 sensors, pH probes, and particle counters. E Ink's quality team can schedule and record calibrations, preventative maintenance and repairs, including detailed calibration and preventative maintenance instructions. Reliance Reliance automatically sends designated teams or people reminder emails and electronically stores records in an easily accessible location.

Results

With Reliance in place — specifically the Calibration and Maintenance module — E Ink has cut unplanned equipment downtime by virtually 100%. Quality team members and employees across the organization can more easily review maintenance and repair reports and adjust cycle times to reduce potential downtime. Team members can also track waivers, deviations, and other important information without maximum accuracy. Today, nothing falls through the cracks or gets lost in paper forms. E Ink is able to use Reliance's CAPA module to track how long it takes to close out a corrective action and see improvement in resolution times.



E Ink's quality team appreciates Reliance's easeofuse and "self-serve" learning resources like Reliance Academy and the Reliance community, but also the fact that support is responsive if they need expert help. And app managers, engineers, and other employees across the organization have shared that they love Reliance and how it helps them more effectively complete their work.

In addition, Reliance's user-friendliness helped E Ink's recent ISO 9001 recertification audit proceed smoothly. Quality team members were able to easily navigate Reliance to explain the company's processes and workflows, quickly finding the information they needed to answer questions. A specific example was following a record in the Nonconforming Material module and link to the corresponding specification in Document Control, Corrective Action (CAPA) and Waiver records. Another example would be that E Ink stores and manages all of its SOPs within Reliance, so the company can easily access that information if it came up in an audit.



Solution

In the future, E Ink plans to explore the benefits of implementing Reliance's Change Management, Audits and Surveys, Supplier Rating and Training Management modules. The company's quality team is currently in discussions with leadership about introducing ETQ Reliance across all of the company's global sites, potentially expanding usage from nearly 400 to more than 1200 users across 9 locations.

Ready to reduce unplanned downtime while increasing quality across your organization? Octave can help.

Contact us today to learn how Reliance can streamline and transform your quality processes.

About E Ink

E Ink Holdings Inc. (8069.TWO), based on technology from MIT's Media Lab, provides an ideal display medium for applications spanning eReaders and eNotes, retail, home, hospital, transportation, logistics, and more, enabling customers to put displays in locations previously impossible. E Ink's electrophoretic display products make it the worldwide leader for ePaper.

Its low-power displays enable customers to reach their sustainability goals, and E Ink has pledged to use 100% renewable energy in 2030 and reach net zero carbon emissions by 2040. E Ink is a member of the Climate Pledge, has joined the Science Based Targets Initiative (SBTi), and has been listed as one of the Asia-Pacific Climate Leaders by the Financial Times, Nikkei and Statista in 2022. Listed in Taiwan's Taipei Exchange (TPEx) and the Luxembourg market, E Ink Holdings is now the world's largest supplier of ePaper displays. For more information, please visit www.eink.com

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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