

Detron Lifecycle Services; Testimonial

The unique services provided by Detron Lifecycle Services enable customers in the high-tech sector to extend the service life of their industrial (Computer) control systems significantly and thereby increase reliability and reduce cost.

The explosive growth the company is experiencing increases the need for further structuring. The introduction of new products and services for customers requires a solid structured process, for the implementation of which support by Baelde Consulting had been invoked.

Within three months Willem Baelde has made an assessment of the quality system and designed and implemented two processes for market introduction and change management of Detron products and services. The solution selected had been specifically developed for Detron Lifecycle Services and consists of a unique mix of 'best practices' as used in the well-known large technology companies and a simple, 'down-to-earth' implementation as suits to a medium-sized company like Detron. This combination resulted in a high level of recognition and enabled fast and effective implementation.

During implementation of the new processes care has been taken that the organization always kept full ownership of all processes and tools. Using a combination of solid consultancy and hands-on mentality resulted in optimal results with a minimal number of interventions.

The outcome of this project is that Detron has found an effective solution for the challenges encountered. The implemented solution has not only resulted in meeting the quality requirements but also in a more mature relation between Detron and its customer. An additional advantage was that the newly introduced processes enabled a successful recertification audit for the extension of the ISO-9001 and ISO-14001 quality certificates.

The most important result however is that the new processes have resulted in more empowerment for the Detron Lifecycle Services employees. This enables Detron to react faster to new chances in the market with minimal quality risks.

Jacques Zilverschoon,
General Manager Detron Lifecycle Services