



Ready for innovation

windream supports Willich Elektrotechnik GmbH in ISO 9001 certification

Companies aiming for an ISO certification must fulfill many requirements until they receive the desired certificate. However, many Managing Directors still believe that all troubles would be over if they only held the desired certificate in their hand. But it is also important to fulfill the processes, structures and regulations defined in the quality management manual beyond the certification period. Willich Elektrotechnik GmbH from Bebra, Germany, performs this task. Using the windream Enterprise Content Management Systems Willich has not only succeeded in fulfilling the ISO 9001 demands and the certification, but has also achieved a decisive improvement of business processes and customer satisfaction.

High aims

Willich represents a typical medium-sized company with a staff of 75 employees and a whole variety of products and services in the market segment of electrical engineering. Since the firm had been founded by the owner Uwe Willich in 1985, the company has grown to a highly specialised system supplier of automation technology, facility management and information technology. Due to reasons of quality management improvement and in order to fulfill increasing customer demands, Willich decided to aim for an ISO 9001 certification.

In 2009, the certificate was approved by the TÜV Rheinland. This success was mainly influenced by the windream ECM-system which Willich has already been using since 2006 now to manage and archive all business-related information. This way of managing documents will still be an important strategy in future, too, as Willich steadily continues to "live" the ISO 9001 norms and thus keeps the internal quality management on a very high level with the help of the windream ECM-system.

Norms and records

“Many systems are too complicated to handle and much too expensive”, criticises Uwe Willich and adds: “Frequently, programs are not integrated into the Windows architecture. But exactly this aspect differentiates windream from other products.” This means that especially the complete integration of the windream ECM-functionalities into the Windows Explorer contributes to a decisive

with top priority in the Willich ISO 9001 quality management manual.

The company administers all customer-related and thus all ISO 9001-related records with windream. This means that e.g. all data which are connected to specific customer projects are systematically captured, indexed and archived in the ECM-system. Relevant documents are project reports, technical



user friendliness of the system – an opinion that is also expressed by the Business

Application Research Center (BARC) at Würzburg, which regularly tests and checks the ECM-products of common suppliers. And if the Willich employees are satisfied with the product, this will also have an effect on customer satisfaction, because short reaction times on enquiries and the option to make any information saved in windream available without any delay will quickly result in a substantially improved customer satisfaction – a requirement

documentations and the complete correspondence with customers, suppliers and interested persons. However, the aim is not only to reduce paper stacks, but also to save documents in an ISO 9001 compliant way in exactly defined, but nevertheless flexible filing structures of the windream ECM-system that can be accessed directly via the Windows Explorer. Of course, this also includes the option to retrieve any document with the windream retrieval application without any efforts.

windream supports the complete company

As windream can be used without any training efforts, the ECM-system is used in every department of the company. Additionally,

Key facts:

- ECM-support during the ISO 9001 certification process
- Quality management support with windream
- Individual and structured document storage
- Advantage: complete integration of the windream ECM-system into Windows applications
- Corporate use

a specifically adjusted index mask in windream ensures that index information can be exchanged and transferred automatically between the ECM- and the ERP-system used by Willich. This e.g. ensures that specific documents in windream can be connected uniquely to projects created in the ERP-system.

Positive windream ratings

Taking a closer look into the documentations that accompany the internal and external audits of the ISO 9001 certification processes and the mandatory management ratings, it becomes clear that the integration of the windream ECM-system into Willich's quality management structures and into the certification process has even persuaded the auditors of the TÜV Rhineland. Among other aspects, the TÜV as the certifying organisation confirms in their certification audit that Willich "uses a long-term focused quality orientation," within which the document management system – meaning the windream ECM-system – takes over a very positive role. This impression is also confirmed by a supplier audit of a Willich customer. An internal audit of Willich GmbH reads as follows: "The intensive use of the document management system has led to a very good cooperation with the manufacturer of the software, and the structure of the system was further optimised." Uwe Willich summarises on the first page of the administrator guide: "IT has top priority."

Already at the end of the 1980s, Willich started to focus on IT and continuously tried to

find a suitable system. Visiting many fairs was accompanied by system presentations of the suppliers until Willich finally decided in favor of windream. The main reason was the integration into the Windows Explorer structure, meaning to make the ECM-system visible in the Explorer with a separate and logical drive letter, as this would allow a working strategy the employees are familiar with. Further decisive advantages are the options to check documents in and out for mobile use and a 100 percent browser usability via the http-protocol and the option to make update-relevant adjustments via VBA. "I have a dream, now we have windream," says Uwe Willich.

About Willich Elektrotechnik GmbH



Willich was founded on June 1, 1985. What – at that time – started as a one man firm has nowadays grown to a worldwide operating company. In 2008, Willich moved to a new building in Bebra. Nowadays, the company employs 75 employees there. "It was not only this movement that inspired us," says company owner Uwe Willich, "but also our expanding services in different market segments of our customers." This strategy was very successful, as Willich today offers complete system solutions in the sectors of automotive technology, facility management and information technology. Of course, the services also include consulting, planning, projecting and support. The slogan of the company reads: "All from one hand." "Our objective is integrated partnership with customers, no matter whether for small building plans or complex projects," emphasises Uwe Willich and adds: "This is a decisive advantage for our customers, one contact person for everything, but maximum flexibility at the same time, and always close to the customer." Besides many smaller cities and town administrations, also many private customers and renowned industrial companies count amongst the circle of Willich's customers.

“The system allows a very secure way of working, and documents can be retrieved very quickly.” The management rating in the context of the ISO 9001 certification is also unique. Quotation: “The introduction of the windream document management system yields fruit now. Especially the document retrieval option via fulltext is a very helpful tool in daily work (...). The ability to use the Explorer structures is another aspect in favor of this DMS.”

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