

**Customer Profile**

S. CA Gas Company  
(a Sempra Energy Company)

**Business Background**

S. CA Gas is the nation's largest natural gas distribution utility; serving more than 20 million consumers in S. and Central CA

**Current Process:**

S. CA Gas currently uses a manual process to inspect parts, materials and components related to hardware utilized in field operations

There are a number of detailed disciplines and compliance requirements both internally and externally (public utilities commission) mandated throughout their inspection process

S. CA Gas has also implemented their own rigorous integrity management program integral to this inspection process

S. CA Gas inspects on average *xxx parts, materials and components a day/week/month*

S. CA Gas inspects every OEM part received on their own – they never rely on supplier QA inspection process --- before it is deployed and integrated into the S. CA Gas systems it is internally inspected



**Customer Quality Control Issues & Concerns**

The current S. CA Gas Quality Control process is a manual and tedious process.

It uses paper primarily to facilitate the QC transactions to assign, allocate, verify and confirm information (part, material, dates, exceptions, specifications, etc.) regarding the inspection process as well as the person doing the inspection.

The current QA process requires validation and verification of parts/ materials information via a manual kept on the QA floor.

*The manual is about the size of 2 or 3 yellow page books.*

Often the information contained in the manual is inaccurate or outdated due to the lack or delay of a new page, a physical piece of paper, being inserted into the manual.

The current Quality Control SOP dictates a time consuming and time burning process - *based on walking to and from office to input, verify and alter information on the computer.*

*If the information is not accurate or available the inspector has to walk back to the office and obtain the information on-line, via the computer system (updates are available on a more real time basis via the computer)*

In addition to managing the paper required for the process, the inspector also has a series of physical tools (screwdriver, wrench, etc.) he has to manage and track as well as finding a location to actually place and perform the inspection on the part. This can be challenging with the limited work space.

Overall the process is not well suited for efficiency, accuracy, maximum productivity nor are there any elements of the process that lend themselves to “best practices” of supply chain logistics and management.

**Customer Quality Assurance DeltaOne Recommended Solution**

After a detailed review and analysis by DeltaOne Software and Powercart, it was determined that a technology solution would lend itself to addressing the above QA issues and concerns.

DeltaOne and Powercart facilitated an evaluation trial to enable S. CA Gas the opportunity to validate and verify the effectiveness of deploying a mobile Powercart on the QA floor.

After many hours of detailed discussion regarding the ergonomics and capabilities of the Powercart, a configuration was settled on that would support the requirements of the user, specifically:

- Workspace - there would need to be enough physical workspace for the inspector to work with the part being inspected; if feasible (based on the part size itself)
- There would need to be easy access to the computer to input, inquire or otherwise obtain information during the process
- The unit would need to be mobile --- moving the work to the part in some cases or moving the part to a specific work location on the QA floor
- The Powercart had to be able to work thru an entire shift (battery life for at least 8 hours)
- The Powercart had to support a laser printer for supporting documentation, including a traveler for the inspection order and ultimate disposition

### **Customer Quality Assurance S. CA Gas Benefits and Return on Investment**

The benefits recognized by the implementation of the DeltaOne / Powercart solution were numerous including an ELEVEN MONTH RETURN ON INVESTMENT.

The time saved by each of the individual inspectors as a result of not having to walk back and forth to the office to access information is significant (added x hours to their day).

The inspectors can now input, edit and/or inquire via the computer on the Powercart in REAL TIME.

The need to access the manual (the one the size of three yellow page books) is no longer a requirement as they can access the information on line and have a 99.9% assurance that the information is accurate and up to date.

The Powercart has allowed the QA team to complete all of their inspections in a day and with time left over they can be assigned to other assignments within their department, hence increasing productivity within their department with the same amount of resources.

The Powercart has empowered the QA team members to be much more self-sufficient as well as productive; they have their own dedicated mobility work stations and the tools to affect cradle to grave inspections in a timely and measured manner.

As a result of the new mobility work stations management is now positioned to effectively establish legitimate work standards per task, per individual.

