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VORNADO: TAKING NO-CODE COMPLIANCE SOFTWARE BEYOND QMS

THE COMPANY

Vornado is a global manufacturer of fans & air circulators, heaters, humidifiers, and other products designed to enhance air quality and comfort. The company is based in Andover, Kansas and traces its roots back to 1945, when aircraft designer Ralph K. Odor teamed up with fabricator O.A.

Sutton and designer Richard Ten Eyck to produce their first innovative Vornadofan™. The company's spirit of innovation continues to this day; including, for example, household fans that can be operated remotely using Amazon Alexa.

Vornado's focus on "making good stuff that lasts" and its "above-and-beyond consumer service" have led to steady growth. In recent years, Vornado has expanded its operations to include both domestic and overseas manufacturing. This has prompted company leaders to seek out ways to improve visibility, increase efficiency, and enhance communication for the company's distributed workforce.

THE PROBLEM

When Ken Hankins, Director of Product Quality and Consumer Satisfaction, arrived at Vornado in late 2018, he quickly identifies some key opportunities to improve operations. The quality management team was using largely manual processes to collect and collate data, passing information back and forth using spreadsheets and e-mail. Although these methods worked, they were extremely labor-intensive and often resulted in information that was incomplete, or which was out of sync across the company's multiple locations. As a result, business leaders at Vornado's headquarters had limited visibility to data from their numerous overseas manufacturing facilities.

> "Intellect's extreme configurability makes it so easy to build new apps"

Hankins recognized that the company needed greater transparency across all of its locations, with automated data collection and a centralized repository for all of its quality management information. Acceptable quality levels (AQLs), for example, were not available to Vornado's quality managers in real time, making it difficult to determine where they should focus their attention. Hankins knew that effective quality management programs are driven by data – but the company simply didn't have much of the data that it needed.

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THE SOLUTION

1. Discovering Intellect:
A Solution Aligned with Vornado's Needs.

Vornado's search for a Quality Management System (QMS) software led them to prioritize agility and adaptability. They were unwilling to adapt their unique business processes to fit inflexible QMS software. Ken Hankins, Vornado's Director of Product Quality, found that existing products in the market couldn't fully meet their requirements. Eventually, they discovered Intellect, which offered extreme configurability using a no-code compliance platform, aligning perfectly with their needs. Initially, Intellect QMS was implemented to manage data, inspections, and change management. Ken Hankins saw the software's adaptability and identified opportunities to improve consumer service operations using Intellect.

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2. Expanding Horizons with Intellect QMS:
Beyond Quality Management.

Vornado's initial focus on quality management expanded as they realized Intellect QMS had more potential than expected. The software's flexibility and adaptability allowed Vornado to explore its applications beyond traditional QMS. Ken Hankins, responsible for both Product Quality and Consumer Service, saw opportunities to enhance consumer service operations. Vornado's consumer service was labor-intensive and highly seasonal. With Intellect's no-code software, consumers could independently open warranty cases, reducing the need for direct interaction with Vornado's consumer service team. Automation of the process for uploading product photos significantly reduced email traffic and improved efficiency by 75%.

3. Transforming Consumer Service with Intellect's No-Code Software.

Intellect's no-code software revolutionized Vornado's consumer service operations. Ken Hankins leveraged the software to create an application allowing consumers to open warranty cases independently, freeing up consumer service reps for more valuable tasks. Consumers could initiate warranty claims directly from Vornado's website, eliminating the need for phone or email interactions. Automation of the process for uploading product photos significantly reduced email traffic and greatly improved the efficiency of the consumer service team, making it more efficient and customer-friendly.

> With Intellect's flexibility and adaptability, consumers can now independently open warranty cases, reducing the need for direct interaction with our team. Automation of the photo-upload process significantly improved efficiency by 75%, making our consumer service more efficient and customer-friendly.

THE RESULTS

Vornado is thrilled with the results they've achieved using Intellect QMS. The implementation went very smoothly, according to Hankins. "We knew that we would need to adapt the software to fit our needs. We added some fields, hid a of the few things we didn't need, and even developed our own app to augment Intellect's existing QMS capabilities."

Company leaders are extremely happy about the increased visibility to data. Our quality programs function far more efficiently now, and we're able to collect and analyze information we couldn't see before," Hankins explained. Consumers have responded positively to the new systems and processes as well. "It's a big win for us," said Hankins; "we've gone from having four different data entry systems to just one." Employees have responded positively as well. They find Intellect's software remarkably easy to learn; at Vornado, it takes just 20 minutes for a new employee to come to speed. The peak-season rush is no longer an all-hands-on-deck exercise, either. Since Intellect has been implemented at Vornado, the company no longer suffers from the stress and burnout previously associated with seasonal peaks. Hankins sees a bright future ahead. "We're planning to configure the system further to enhance quality management at our overseas factories," he said, "and we realize that as future needs come up, we'll have the agility we need to adapt to whatever comes our way."

"We needed software that could provide a strong foundation for QMS, but could also be adapted quickly and easily to meet our unique needs. Intellect provided the perfect blend of what we were looking for."

- Ken Hankins
Director of Product Quality & Consumer Satisfaction

If you'd like to learn more about Intellect QMS No-Code Compliance Platform, simply click on the Demo Request button below

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