



# Case Study

## CLIENT

### Electronics Manufacturer

This Electronics Manufacturer's North America's products run the gamut of cool; from hip, wearable digital cameras to household air conditioners. The Automotive Systems division makes car audio units for many of the major auto industry OEMs.

## NEED

The division delivers field quality reports for its car audio units to its customers, vendors, and internal stakeholders. Generation of these reports, which contribute to the company's product & process improvement efforts, were often delayed due to use of unstandardized data files from multiple sources. In addition, the manual effort required to "personalize" the report for each information consumer was conducive to errors. As a result, several quality improvement initiatives were misguided.

The Automotive Services division sought a SAS-based solution to deliver standardized, personalized reports in a timely fashion to a geographically & organizationally diverse audience.

## SOLUTION

Pinnacle Solutions reformatted 20 SAS datasets containing the sales, warranty, and vehicle information which feed the field quality reports. As a result, personalized reports can be generated on-demand without manual customization.

This Electronic Manufacturer, in partnership with its customers and suppliers, can now act quickly to address product quality problems in the field. Confidence in the reports also empowers them to launch new initiatives to improve the quality of future car audio products.

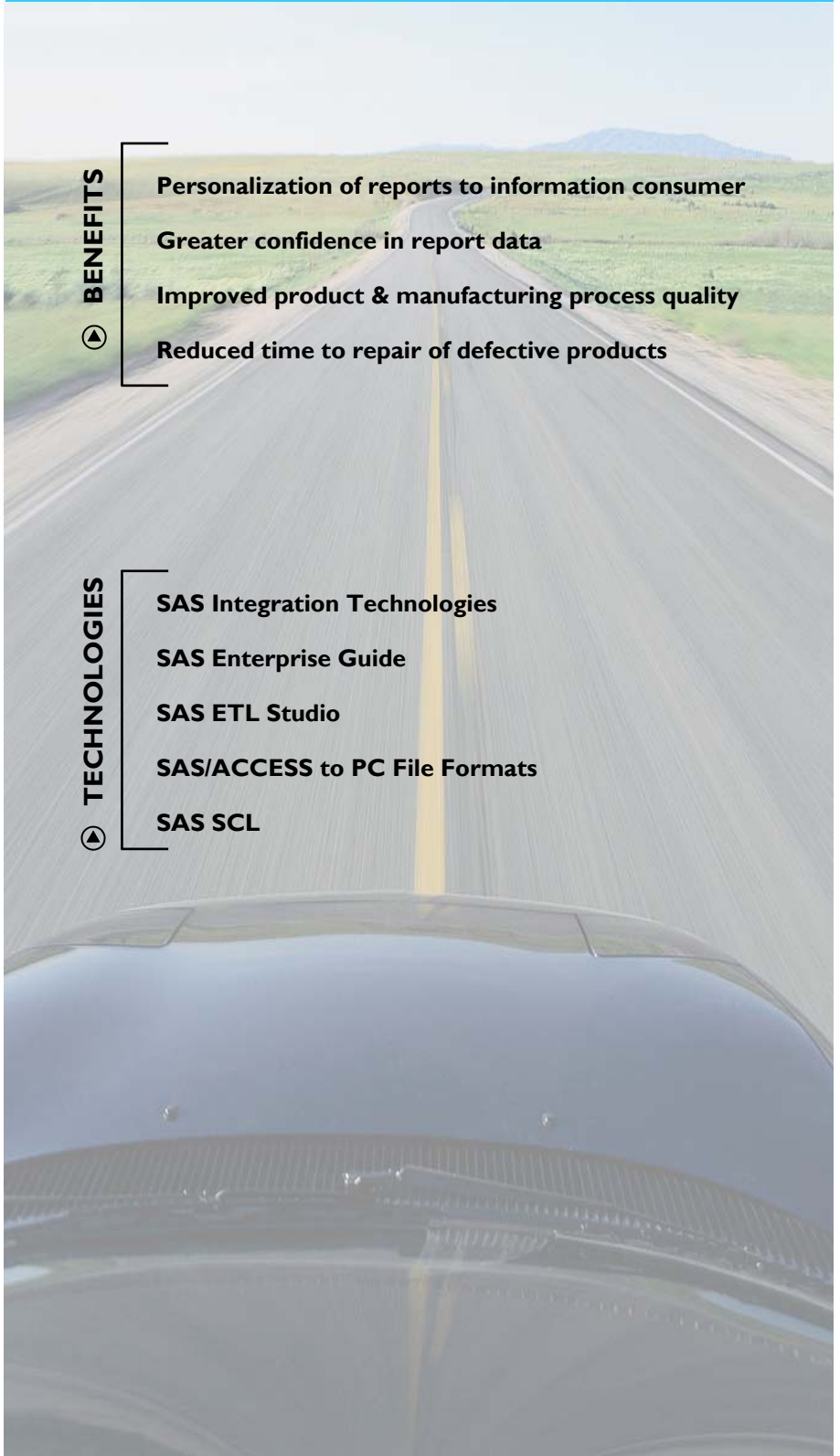
# Business Intelligence Solutions: ▶ **Manufacturer Warranty Analysis**

## BENEFITS

- ▶ **Personalization of reports to information consumer**
- ▶ **Greater confidence in report data**
- ▶ **Improved product & manufacturing process quality**
- ▶ **Reduced time to repair of defective products**

## TECHNOLOGIES

- ▶ **SAS Integration Technologies**
- ▶ **SAS Enterprise Guide**
- ▶ **SAS ETL Studio**
- ▶ **SAS/ACCESS to PC File Formats**
- ▶ **SAS SCL**



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