

“The ISO9001 auditor was actually impressed”

NKT Photonics had help mapping, simplifying and standardizing the processes - and attained complete control of the documentation with CANEA ONE.

The art of making the complex simple

“We are an engineering company with a lot of research, design and development,” says Filali Bojattou. “We do not sell matches, so to speak - there are different products we develop, produce and sell. This means parameters that need to be adjusted, configured and collected, and must perform in each single case, all critical for success. The technology is complex, so the product is complex and therefore the process can also easily be complex.”

For this reason, NKT Photonics sought CANEA's help to organize the processes and the business, to ensure a full overview of the journey the products take from raw material to delivered unit - and as a central part of their quality assurance and document management.

User-friendly overview

“CANEA helped us create a simple overview of our processes: How does a task start, what journey does it go through? And making it user-friendly and intuitive, so that everyone can find the relevant documentation and information that we could produce and implement in a standardized way,” says Filali Bojattou.

“*CANEA ONE is user-friendly and simple, and it gives customers confidence that we are in control of the processes.*”

The processes are now available in CANEA ONE. "The simplicity is of great benefit to the users. This means that with a couple of simple clicks they can find, for example, the specifications of a particular type of product, how to pack it and send it, and who is responsible," he continues. "It is user-friendly and simple, and it gives customers confidence that we are in control of the processes."

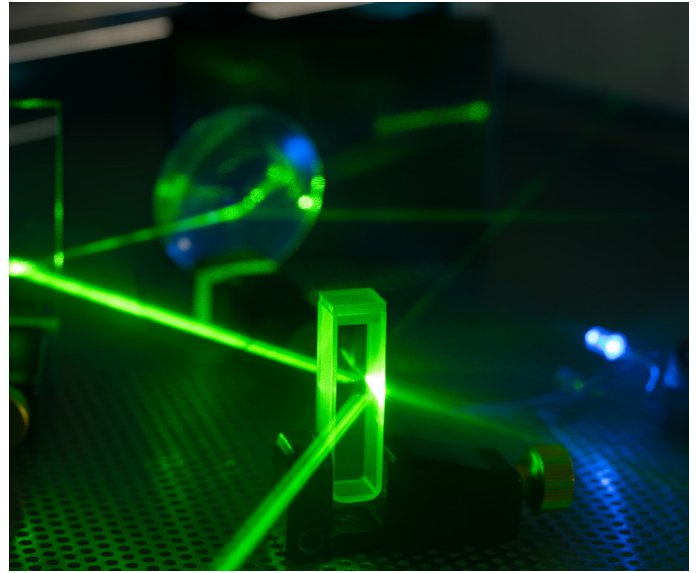
Clear documentation - for everything!

In addition, the quality assurance and work on ISO9001 certifications have also become much easier using CANEA ONE, which NKT Photonics uses as a centralized QMS system and for document management. The system provides, among other things, full access control, traceability, review processes and backup.

"We have a lot organized in CANEA ONE. Internal audits, external audits, deviations, documentation and registration. For example, with planned internal audits: We can see in the system how they went, the outcomes, the deviations that took place, responses to deviations, root causes and what preventive actions have been implemented. It's really smart and it makes it so much easier and more manageable to document, when ISO9001 certification is a requirement," he continues.

Another successful certification

NKT Photonics has been ISO certified for many years, but as Quality Manager, Filali Bojattouy has been at the forefront of the company's transition from the ISO 9001:2008 standard to ISO9001:2015, where the requirements have changed considerably. "It was an important test for CANEA ONE," he emphasizes: "We had a big audit, where the auditor went through everything during the course of one week. All the procedures, all the documentation; he looked at all of it.



Filali Bojattouy is Quality Manager at NKT Photonics, a subsidiary of NKT. The company specializes in fiber and laser systems worldwide, and has production sites in Denmark as well as Germany, Switzerland and England, in addition to a global organization.



And we got really good results - he was actually impressed with how organized our processes are in CANEA and how much security there is in the system!", concludes Filali Bojattouy with a smile.

CANEA ONE

The system with integrated management of strategies, projects, processes, cases and documents. CANEA ONE links the strategy together with day-to-day operations. A modular system in which each piece is created to provide the right support for your business. Quite simply effective business management.



FEATURES

- Easy to use interface and mobile app
- Flexible configuration
- Fully integrated with intranet and other systems
- Developed with latest web technologies
- Easy implementation
- Satisfied customers within all branches of industries
- Meet the standard ISO9001:2015

