AIRSTREAM®

Granular data collection and instant reporting allows for better decision making

Airstream is an iconic American brand and longest-standing provider of travel coaches in the United States. Founded by Wally Byam in 1931, the company designs and builds its popular recreational vehicles in its Jackson, Ohio manufacturing facility. Airstream currently employs more than 800 people, providing vehicles throughout the US, UK and Europe, and even to NASA to transport astronauts to the launch pad.

The challenge

Known for its high quality and distinctive style, Airstream was highly protective of its processes, including detailed final inspection of every luxury coach. Until recently, this meant maintaining the same manual workflow that had been used since the company's inception. This involved an associate inspecting each coach with a clipboard and pen, writing down issues to be addressed by production before shipping to the customer.

Over the years, however, company growth made this manual operation inefficient, delaying reports to production managers and limiting quality sampling to about 10 percent over the course of a week. The team needed a system that increased productivity in the quality assurance process without compromising its focus on exceptional craftsmanship.

> Now we're able to capture data in real time and get that data back to production managers within the day — and it's 100 percent of the data! We're no longer sampling data."
>
> **- Eric Clinton, Quality Assurance Manager, Airstream**

Key issues:

- Logging of issues with pen and paper slowed the final inspection process.

- Lack of uniform inspection criteria made it more difficult to train new inspectors.

- Quality sampling for reporting purposes was limited to about 10 percent.

- Reporting of quality assurance data to the production team took about a week.

Improvement of manufacturing processes, reducing overall cost of poor quality

Now **shipping better products** which reduces per capita warranty cost

Twice as efficienct/doubled in size without having to augment their staff

Democratize tribal knowledge

> ❝ **We avoided digitizing our process for many years because we did not want to compromise how we do things. Xalt has helped us create a digital experience that preserves our focus on craftsmanship while bringing us on to the 21st century.”**
>
> **- Airstream**

The solution

After research and consideration, Airstream chose Hexagon Xalt Solutions to transform its quality assurance process. Customized by Airstream, the Xalt Quality Inspection mobile app digitized the quality inspection process, giving inspectors an automated, uniform checklist that applies the same criteria to every coach, every time. The app is also easy to use and train, making it easier to onboard even beginner technology users.

With the Xalt app, Airstream has simplified and shortened the entire quality inspection workflow. The transformed process boosts productivity and efficiency, increasing data sampling from 10 to 100 percent and reducing reporting time from about a week to just a single day.

Xalt Solutions' impact:

- Faster, automated inspection process
- Uniform checklist for every inspector
- Easy-to-learn, intuitive mobile interface

- Decreased reporting time from a week to one day
- Increased sampling from 10 to 100 percent
- Reduced use of paper for the inspection process

- Access granular data to minimize the cost of poor quality
- Real-time notifications of events
- Generate instant internal and external feedback loops

Old process

New process with Xalt Integration

To learn more about Xalt Solutions and how we can resolve your most challenging workflow processes, visit us at http://www.hexagonxalt.com.