



Bild: ©Condair Group AG

Success Story

Condair Group AG

Many Languages and Structures,
one Integrated Management System



Many Languages and Structures, one Integrated Management System: How the Condair Group AG merges their worldwide sites with ConSense IMS



The Condair Group AG ensures controlled humidity with innovative technologies, e.g. in large data centres. Bild: ©Condair Group AG

They do not get noticed and yet they are present everywhere: Whether at the airport or in the next shopping centre — Condair's air humidification solutions ensure a pleasant climate in our day-to-day life around the clock. The company with its headquarters in Pfäffikon, Switzerland is a global corporation with six production facilities in Switzerland, Germany, Denmark, Great Britain, Canada and China as well as its own sales organisations in 15 countries. The market leader in innovative air humidification and evaporative cooling technologies, which is being applied at any place where controlled humidity is necessary and useful, employs around 600 persons. Two of the reference projects of Condair Group are the humidification of

Facebook's giant data centre in Lulea, Sweden and the largest outdoor cooling system worldwide in Medina, the pilgrimage city of Saudi Arabia.

"We are market leader among providers of solutions for air humidification and evaporative cooling by offering high quality solutions – this is of course associated with high expectations of our customers. In 2009, we introduced a new Integrated Quality Management System in order to continue to fulfil our requirements on best possible quality in future as well", explains Adrian Spörri, Head of Quality Management at Condair Group AG in Pfäffikon and Corporate System Manager for Processes, Quality and Compliance within the entire Condair Group AG. Condair Group chose a solution by ConSense GmbH in Aachen, which is specialized in software solutions for Process and Quality Management. In 2009, the management system was introduced with the basic license of ConSense IMS in Pfäffikon, which replaced the MS Word-based system used until then. In addition to a transparent process visualisation and the introduction of an electronic document management system, the new system



Globally operating group: The Condair Group AG is leading the market in solutions for air humidity and evaporation cooling. Bild: ©Condair Group AG

was intended to support the unification of various sites while offering enough flexibility to consider country specific differences.

The international implementation of ConSense

At the time of the introduction of ConSense IMS the company was still a loose association of affiliated companies. In 2012, these were brought under one roof and Condair became a globally managed company. This new organisational structure was then built into ConSense. For that purpose they use the ENTERPRISE version from ConSense IMS, which is designed for companies with several sites and the parallel use of data bases and various lan-

guages — ideal for Condair Group with their worldwide distribution of production sites and sales organizations. The primary system language is English and applies to all documents and processes that are relevant at an international level. Everything else can be included in the system in the respective local language. The ConSense software is meanwhile available in 15 languages and content can be presented in any preferred one. The Condair



Reliable service - thanks to systematic quality management based on ConSense IMS. Bild: ©Condair Group AG

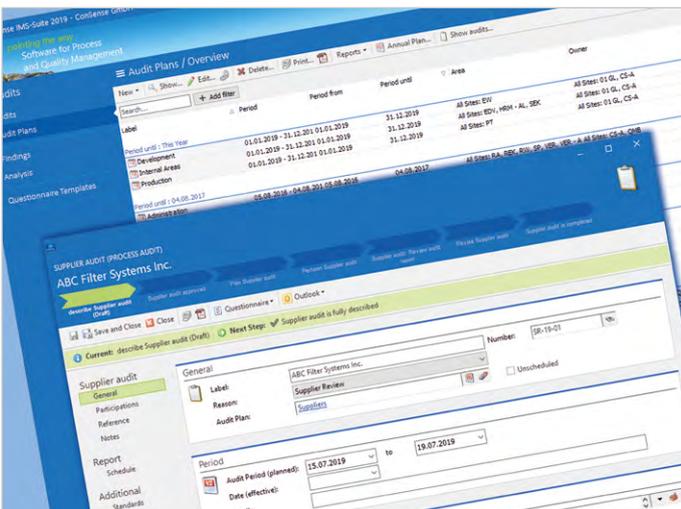
Group uses English, German as well as Dutch and Danish. The subdivision into a system language and local variants has proven itself and simplifies the use for the employees.

“Although we are a worldwide operating company, we don’t speak English at all levels. Therefore, the possibilities offered by ConSense are just what we need. In some cases, the user cannot find the information requested in its own local language and do not know the specific English term. In order to provide assistance here, we include important terms in square brackets in English, German or Danish in text descriptions, so that a successful search in another language is possible”.

Adrian Spörri plans to expand the range of languages in the future and has more in mind than just user-friendliness: *“Next, we would like to make ConSense available in Chinese, not only to simplify the work of our Chinese colleagues, but also to make the integration of our site in China clearly visible to all our employees”.*

Transparency across national borders

Since the implementation of ConSense, Condair focused on full transparency. For example, reading permissions provide access to many areas of other sites. So much openness naturally met some reluctance at first. But in this context, Spörri successfully persuaded colleagues that the advantages outweigh and accelerate the work



The ConSense Audit Management Module regulates and monitors the uniform execution of audits, such as supplier audits, on a group level

considerably. For example, if a customer required a certain certificate, it used to lead a laborious query at corresponding sites. Today, such a certificate is available at the push of a button in ConSense IMS and can be forwarded to the appropriate site.

Since its introduction at Condair, ConSense IMS was permanently updated and expanded, including the ConSense Audit Management Module. It supports planning, preparation, implementation and follow-ups of all audits and thereby ensures the compliance with various standards and regulations, including those of the DIN EN ISO 9001 at the various sites, which are placed under one main certificate. The module significantly facilitates Spörri’s work in the responsibility for quality, since he always has to stay up-to-date on all current audits. In the past, relevant information at the individual

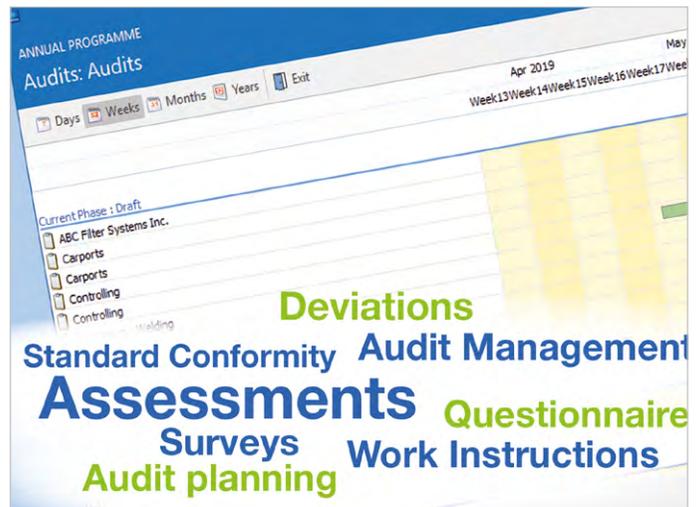
sites was filed at different sites, partly, for example, on the Intranet of the respective site, to which there was no external access. Today, audit plans of all sites are included in ConSense IMS and provide information at a glance about which audits at which sites are currently pending or have been completed and which deviations may have occurred. *“We have also established a guideline for a uniform execution of supplier audits across the group that is regulated over ConSense IMS: All suppliers are included in an audit plan, which everyone can see. Therefore, it can be quickly determined, when and which supplier is being audited. That generates transparency and avoids duplication”*, Spörri explains.

Training on a uniform level

Condair attaches great importance to further training. Therefore, every employee should complete two training courses per year. Employee trainings at a group level are meanwhile also supported by ConSense IMS, including software and Intranet units as well as webinars on various topics. The content was standardised at all sites and was offered in German and English, or only in English. Central organisation is ensured by ConSense IMS: Employees register online for the various site or online training courses. *“Then we can see in the system who has already completed his two annual events”*, Spörri explains. The latest software version also allows to create your own e-learning offers. *“In doing that, we put more emphasis on the flexible self-study of our employees”*, the Corporate System Manager underlined.

Another software tool that enhances communication between individual sites is ConSense Minutes, a software tool for documenting meetings. ConSense Minutes enables recording tasks, decisions, appointments, responsible persons etc. during meetings and automatically exports them from minutes into the Action Management of ConSense IMS.

The intention of Condair is to store minutes of important meetings at corporate level in a central database to make them available, and to implement actions from there. *“Because if one site keeps an Excel list and the next manages intended actions on the Intranet, it is extremely laborious to maintain an overview. Then it can easily happen that planned activities ‘fall under the table’, because they are simply not recognized by anybody. By using a central management, it is also possible to quicker determine, if for example, there is an overload at a site”*, explains Spörri.



ConSense Audit Management records the audit plans of all Condair Group sites and provides information about the current status at a glance



ConSense Minutes for taking meetings minutes: Tasks, decisions, responsibilities, etc. are immediately recorded and transmitted into the Action Management Module

If Adrian Spörri is asked by his colleagues when the system will be “finished”, the Corporate System Manager only grins: *“We have already achieved a lot to let the sites of Condair Group grow together with the help of ConSense IMS, but we as well as the software are constantly developing. There are always new possibilities that allow our worldwide sites to move closer together and to simplify our work. In all honesty: You are never finished”.*

The authors

Adrian Spörri, Head of Quality Management at Condair AG,
Pfäffikon and Corporate System Manager for Processes, Quality and Compliance of the Condair Group
Dr. Iris Bruns, Managing Director at the ConSense GmbH



Do you have any questions?

Our team of experts will be happy to provide you further information:

Phone: +49 (0)241 / 990 93 93 - 0

E-Mail: info@consense-gmbh.de

Web: www.consense-gmbh.com

Background of Consense GmbH

ConSense GmbH is one of the technologically leading suppliers of software for quality and integrated management systems. Since 2003, ConSense GmbH in Aachen, Germany has been developing scalable solutions for all company sizes, with optimal support of organisational processes and user-friendliness in the focus of development. For the technical, organisational and personnel implementation of ConSense software solutions, ConSense GmbH supports companies with modern strategies and concepts in all phases - from implementation to ongoing operation. With more than 750 customers and user numbers running in the six-digit range, ConSense software products are used in all industries.



© 2016 - 2020 ConSense GmbH – Copyright | Stage 04/2020

This document, including all text, illustrations, graphics, logos and data, is protected by copyright and all rights are reserved by ConSense GmbH. This document or extracts from this document may not be copied, reproduced, distributed, translated or otherwise distributed or used (such as for education) without prior contact or approval of ConSense GmbH. The content corresponds to the current state of information at the time of writing and is non-binding. The document may contain errors. ConSense GmbH points out that no guarantee or legal responsibility or liability of any kind shall be assumed for consequences attributable to incorrect information. ConSense GmbH specifically reserves the right to make changes at any time.

Further information: www.consense-gmbh.com