



# Hertzler Systems Inc.®

*Turning Data into Knowledge*

◆ **Products**  
Solutions  
Training  
Consulting

"GainSeeker has been the single most important tool that has enabled us to move to a data-driven culture."  
Six Sigma Champion

# GainSeeker Suite

## Product Overview

### Data and decisions

If your company is like most, you have tons of data. Your data may be in paper files, on spreadsheets, and in extensive databases scattered throughout the organization. The challenge is how to use data to make decisions. In fact, the biggest challenge facing many companies may be shifting from an organization that makes decisions based on intuition and feeling to one that makes decisions based on data and knowledge. The irony of this situation – tons of data and not enough knowledge to make good decisions – is striking.

### Data not sufficient

What organizations learn – each in their own way and in their own time – is that data, in and of itself, does nothing. In order to be useful, data needs to be of good quality and it must be readily accessible. But even good quality data that is readily accessible doesn't ensure good decisions. To make good decisions, managers need a theory that empowers them to use the data properly.

### Theory forms foundation

Without a theory, managers can still make bad decisions, even with the best data. So what theory should you use to make good decisions? A good theory should recognize that all data is produced by a system, and that understanding the data gives you knowledge about the system. A good theory recognizes that data produced by systems is never unchanging – there is always some normal variation that can be seen in the data. Finally a good theory provides a way to separate normal variation from unusual variation so that you can take appropriate action. Hertzler Systems' products and services are built on these theories. Our goal is to help you use data appropriately so that you can understand your systems and make better business decisions.

### Our background

Hertzler Systems was founded more than 20 years ago by Paul Hertzler. Based in Goshen, Indiana, the company flourished in the 1980s and 1990s by providing software tools for quality managers and quality engineers in manufacturing companies. Thanks to our competencies in information systems technology, databases, data collection and integration, we have found ourselves transcending departmental boundaries at our manufacturing clients, and gaining use and acceptance off of the manufacturing floor in a variety of transactional settings.

### Introducing the GainSeeker Suite

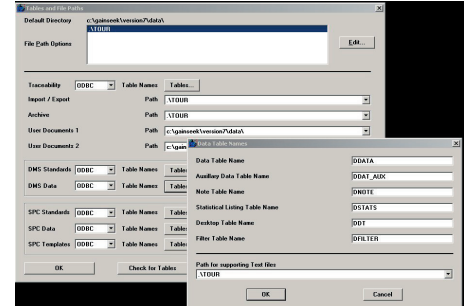
Hertzler's GainSeeker Suite is an enterprise software system that provides ready access to data, and formats the data in such a way that you can apply the best theory possible to make good decisions. Over and over again our customers tell us that the GainSeeker Suite has proven to be the single most important tool in their drive to become a data driven organization. We're proud of that track record, and believe we can help you make better decisions based on data.

## GainSeeker Modules

The GainSeeker Suite is made up of several modules that deliver the functionality you need to turn islands of disparate data into knowledge, and to help turn your organization into a knowledge-driven company. The modules with a brief description are listed below:

### System Administration

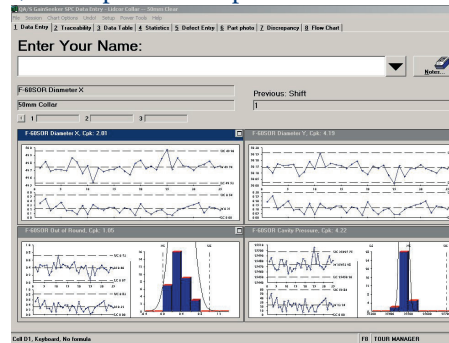
The GainSeeker System Administration is the only module that is required for all customers. It provides the necessary tools to manage users and databases, and configure the system to meet your company's requirements. It also includes a number of utility programs to automate the administration of the system. Unlike some systems that force you to manually edit database tables to set configuration, GainSeeker provides a program interface to all settings. Online help explains your choices.



"The Hertzler solution has enabled us to rapidly deploy and support dozens of Black Belts and Green Belts and realize substantial savings over the last year. Hertzler's solutions have been especially effective in helping us in the Measure and Control Phases of our Six Sigma Processes."  
Master Black Belt

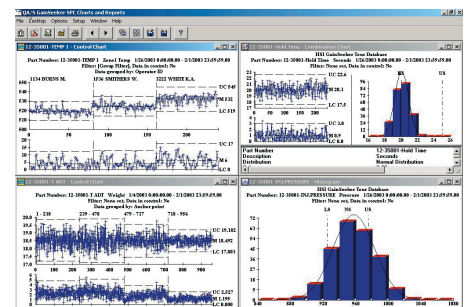
### SPC Data Entry

SPC Data Entry is the highly-flexible module for gathering measurement data (such a product or process measurements, cycle times, test results, and so forth) into the GainSeeker database. The system can be equipped with drivers for automatically capturing data from virtually any device or database. It integrates well with other information systems and provides real-time analytical statistics on incoming data. It can generate alarms when a process changes or if a special cause is identified, and communicate with people, hardware and other software systems.



### SPC Charts & Reports

GainSeeker SPC Charts & Reports is a comprehensive tool for interpreting and reporting data. The system starts with the standard statistical tools that help you make sense of the data. The Hertzler difference comes about because the system is built on a powerful relational database that gives you the power to massage data and see it in entirely new lights. Central to that is a unique drill down capability that helps you get to the root cause of variation. Additionally the system has a built-in report writer and "Send to..." feature that makes it easy to share your knowledge with colleagues and customers.

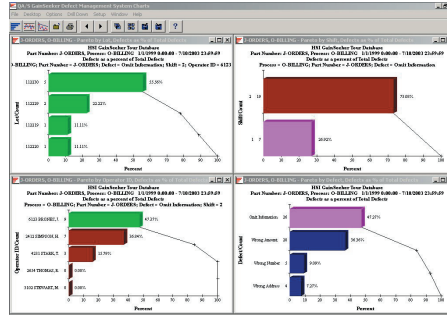


### Defect Management System Data Entry

Defect Management System Data Entry captures attributes data where problems are counted, not measured. These data might include visual defects on a part, errors on a paper form, or rates and reasons for late shipments in a order entry department. Defect management data entry provides a human interface for capturing this data, and supports bar codes and touch screen data entry.

## Defect Management Charts & Reports

GainSeeker Defect Management Charts & Reports starts with standard statistical tools for understanding process variation of attributes data. The system provides unique continuous improvement charts that help you to track improvement against a goal. Built on the same powerful relational database schema as GainSeeker SPC, the module makes it possible to drill into problem areas and get to the root cause with unique multi-level Pareto charts.



## Data Entry Designer

GainSeeker Data Entry Designer enables you to build customized data entry sessions that work exactly the way you want to work. The module is a wizard that guides you through every step of setting up a customized data collection environment. It includes a powerful scripting language that provides you complete control over the data entry user interface.

## SPC Network Monitor

Do you need to see at a glance how everything is running in your organization? Designed for the manufacturing environment where real-time notification of special events and process shifts is critical, the system pulls the alarms for the entire system into one easy-to-use screen so you can track and drill into the data from your desktop.

## GainSeeker Note Manager

A central tenet in understanding process variation is that you should manage your response to special cause (out of control) situations. The GainSeeker data entry modules automatically identify these situations for you, and prompt you to identify events and assignable causes. The Note Manager gives you the tools you need to summarize and report out these events, the assignable cause, and the action taken.

## WebSPC Client

WebSPC gives you the ability to share SPC charts and reports with suppliers, customers or colleagues over the internet. With WebSPC, you can provide On-Demand Data — the capability for supervisors (with proper access rights) to query the GainSeeker database from remote locations (such as corporate headquarters) and generate new SPC charts and reports as needed.

## OPC Client

OLE for Process Control (OPC) is an industry standard that enables computers to talk to other computers and to process control equipment on the manufacturing information network. GainSeeker OPC Client is a powerful tool in the GainSeeker Suite that enables customers to capture data easily from any OPC-compliant device. GainSeeker OPC Client provides all the tools you need to capture OPC data, and then use it to automatically alarm the people who own the process or even communicate automatically back to the equipment!

"Since installing GainSeeker SPC, we've seen an 85% improvement in Customer Returns, a 72% improvement in Internal Reject Ratio, and 74% improvement in Process Capability. The system paid for itself in under two months just in reduced scrap rates." Quality Manager



**Hertzler Systems Inc.®**  
*Turning Data into Knowledge*

2312 Eisenhower Dr. N.  
Goshen, IN 46526  
Phone: (574) 533-0571  
Fax: (574) 533-3885  
Email: [info@hertzler.com](mailto:info@hertzler.com)

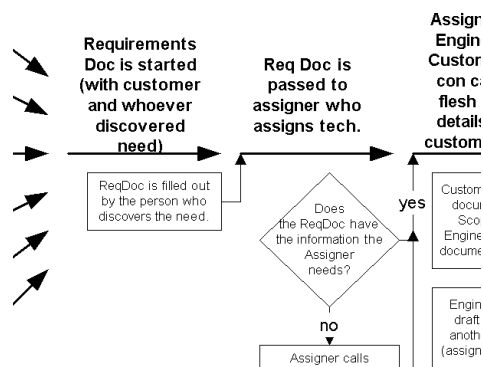
### On time. On budget.

It takes more than software to solve problems. It takes people – people who are professionally trained to help you maximize your investment in software. But it also takes more than good people – it also takes a methodology – a system for delivering predictable results time and time again.

That's why Hertzler Systems works differently than other companies. Whether we're providing training to a group of operators or working shoulder-to-shoulder with your IT staff, you'll find that we're quite formal when it comes to documenting your requirements and reaching an agreement on the scope of our work with you. We dislike unpleasant surprises as much as you do, and we hate to disappoint you. We know that a disciplined planning process at the front end ensures an on-time and on-budget delivery of your solution.

### To Learn More

To learn more about how Hertzler Systems can help you turn data into knowledge, please contact our sales department at 800-578-2709, or email us at [info@hertzler.com](mailto:info@hertzler.com).



"I wanted to let you know that we were extremely pleased with your consultant's visit last week. He was very helpful in overcoming several obstacles during the upgrade and conversion process. Also, he displayed a high level of professionalism during the training portion of the week. Finally, he spent a lot of time assisting us in improving our current deployment. All in all, I am very satisfied with the level of service he delivered last week, and we look forward to working with Hertzler more in the future."

Quality Manager



**Hertzler Systems Inc.®**

*Turning Data into Knowledge*

2312 Eisenhower Dr. N.  
Goshen, IN 46526  
Phone: (574) 533-0571  
Fax: (574) 533-3885  
Email: [info@hertzler.com](mailto:info@hertzler.com)