



Transit Solutions Helps National Semiconductor Reduce Wafer Scrap by Making it Easy to Access Specific Processing Instructions Online

To Dave Owens, quality system manager at National Semiconductor, accuracy is paramount, and wafer scrap is taboo. Relying on 21 years of document control experience, Owens knew that making information—especially wafer-processing work instructions—easily and quickly accessible was critical to ensuring accuracy in his world. The daunting task of locating specific information from among some 2,200 documents on the company's intranet seemed like an insurmountable challenge for its 200 users.

When Owens found Transit Solutions, his world changed dramatically, providing him with a double dose of relief. He says, "It was the mother lode, and the payoff was a huge time savings for authors as well as users. For authors, Transit Solutions automates the process of converting our Word and Excel documents to HTML. It runs in the background, so we don't even think about it. We just know we can rely on it. Authors no longer have to worry about manually reformatting their documents—and about 80 changes per month—into HTML, and that makes them happy."

For users, Transit Solution's navigation capabilities made it quick and easy to locate specific information within any document. Owens explains, "Instead of relying on memory to avoid having to go through the painful, time-consuming exercise of scrolling through long documents—some are 100 pages each—users simply click on the desired information. These navigation capabilities save an immeasurable amount of time. And because it's all so easy, users get accurate information. Having much greater accuracy prevents costly wafer scrap, and that makes me happy."

CUSTOMER:

National Semiconductor,
Arlington, Texas

CHALLENGE:

Automate online publishing of 2,200 Microsoft Word and Excel documents that contain wafer-processing work instructions and provide an easy way to locate specific information in those HTML documents.

SOLUTION:

Transit Solutions

RESULTS:

- Hyperlinks within documents and to referenced documents save 200 users an immeasurable amount of time locating information.
- Fast, easy way to locate information improves accuracy and prevents costly wafer scrap.



Corporate Headquarters

18872 Lake Drive East
Chanhassen, MN 55317
t 952.351.8500
877.829.7325

f 952.351.8550

www.avantstar.com