

Case Study: Nippon Light Metal Streamlines Quality Assurance with Questetra, Eliminating Bottlenecks and Driving Business Process Reform

~20 Business Applications Launched to Establish
a Seamless Improvement Framework~

Questetra, Inc. (Headquarters: Nakagyo-ku, Kyoto; CEO: Genichi Imamura), provider of the cloud-based Business Process Management Suite (SaaS BPMS) "Questetra BPM Suite," has published a case study detailing Nippon Light Metal Company, Ltd.'s (Headquarters: Minato-ku, Tokyo; President: Ichiro Okamoto) successful implementation of their system.

Nippon Light Metal's Quality Assurance Group at the Kambara Electrical Material Center has digitized processes previously managed with paper and email, enabling real-time progress tracking. They have already developed around 20 applications, including solutions for complaint handling and blueprint registration, significantly accelerating business improvements driven by employees in the field. We interviewed key personnel to understand the reasons behind the implementation and its specific benefits.

Read the full Case Study:

<https://questetra.com/en/customers/nikkeikin-202602-en/>



■ Background: Breaking Down Progress "Black Boxes" and Reducing Data Entry Burden

The Quality Assurance Group is responsible for managing the quality assurance system, issuing inspection reports, and handling customer complaints. Addressing reported issues requires collaboration across multiple departments.

Previously, relying on paper and email made it difficult to track progress, leading to a "black box" effect where it was unclear which tasks were stalled, where, and why, resulting in delays. Furthermore, redundant data entry and transcription placed a significant burden on staff.

■ Why Questetra: Focusing on Flow Management, Not Just Task Management

After evaluating various tools to advance business reform through digital transformation (DX), we selected Questetra. A key deciding factor was Questetra's design philosophy, which emphasizes viewing business processes not simply as record management, but as a continuous flow connecting seamlessly to subsequent stages.

Nippon Light Metal also highly valued the platform's flexibility, allowing field personnel to create applications independently without the need for coding skills, and the ability to quickly identify bottlenecks using features like heatmaps and search functions.

■ Implementation Results: Empowering Field-Driven Improvement

Starting with a simple "Attendance Report" application, Nippon Light Metal has now developed approximately 20 applications, including "Defect Notifications", "Calibration Management", and "Drawing Registration", with about 10 currently in active use.

- **Real-Time Progress Tracking :**
Visualizing the status of each process has enabled timely follow-up and effectively identified bottlenecks.
 - **Significantly Improved Operational Efficiency :**
Digitalization has reduced the time-consuming tasks of data transcription and cumbersome approval procedures.
 - **Empowered Field Improvement Discussions :**
Leveraging web form functions allows them to gather feedback even from workers without a Questetra account, fostering field-driven discussions on continuous improvement.
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■ Future Plans: Exploring Further Advancements with AI

Looking ahead, Nippon Light Metal aims to expand application development, especially among younger employees, to further strengthen field-led improvements. They are also exploring future enhancements to quality improvement, such as automating the analysis of accumulated data using AI and automating tasks with AI agents.

■ About Questetra BPM Suite

Questetra BPM Suite is a cloud-based Business Process Management System (SaaS BPMS).

Users can develop and operate workflow systems entirely through a web browser, without requiring any programming knowledge (coding skills). This empowers business departments to continuously improve their business processes independently.

Typical business processes, such as approval requests, quotation submissions, and inquiry handling, can be created as workflow systems using a no-code approach. Furthermore, integration with generative AI allows for the automation of tasks such as automatic draft document generation and generating draft response proposals.

■ About Questetra, Inc.

Questetra, Inc., based in Kyoto, is a SaaS BPM vendor dedicated to optimizing business processes worldwide.

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