



Levi Strauss & Co. Raw Material Quality Group

Solution Highlights

Company: Levi Strauss & Co.

Challenge: Reengineer Levi Strauss's Quality Assurance Systems

Solutions: Fully integrated Fabric and Garment Quality System

Benefits/Results: Quality Analysts are able to evaluate a higher percentage of both raw materials and finished garments. Plus do more sophisticated statistical analysis.

Software/Services Detail: Microsoft Access 2000, SQL Server 2000, Internet Information Server, Active Server Pages

Dateline - San Francisco 1853

Today a Bavarian Immigrant named Levi Strauss founded a clothing company that will become synonymous with American Quality and Style.

A bit ambitious don't you think? Well, Levi originally planned to open a dry goods business similar to the one owned by his brothers in New York. But when he and Nevada tailor Jacob Davis discovered that putting rivets into pants strengthen the garment, the patented Levi's® jeans were born.

Levi's hard work, attention to detail and commitment to quality forged the inspiration, known today as Levi Strauss & Co. This venture has produced images that are recognized throughout the world as among the most enduring visions of American Culture. One of the critical aspects of Levi's lasting image is its quality. Levi Strauss puts more than just lip service to its quality control efforts.

In order to maintain the reputation of quality, Levi Strauss runs each one of its materials through a strenuous testing process. Over the past several years Parallax Technical Services, Inc. has been a major contributor to the Levi Quality Assurance process.

Parallax was brought on to reengineer existing antiquated systems that were little more than warehouses for data, thereby creating streamlined applications that

monitor and evaluate materials throughout the production process. These evaluations ensure quality products long before they reach the end consumer. This helps ensure consumer satisfaction and ultimately saves money.

Technically speaking

These applications utilize Microsoft's suite of development applications. The database is Microsoft SQL Server, with an Access front end. Reporting is published on Levi's intranet using Microsoft .Net technologies.

Parallax's technical consultants sat down with the Quality Assurance

Technicians and staff to determine every aspect of the new systems. Parallax made recommendations on both front office and back office applications. It was determined early on that Levi's process was too specialized to rely on an "off the shelf" solution, therefore custom applications were developed. The Information

Resources department of Levi Strauss steered the front-end development efforts towards Microsoft Access due to the ability to train users to write custom queries of their own.

One of the key technical issues during this project was that the various raw material and product testing labs are scattered throughout the United States. These



“Parallax is only as successful as we make our clients.”

We succeed only when our customer succeeds. Working one on one with every client, Parallax gains a thorough understanding of our client’s needs, strengths, and challenges, thus enabling us to recommend both new systems and system improvements that will truly make our clients be more effective and competitive.

Quality information technology is critical to giving our clients the competitive edge they need in an ever changing and competitive business environment. Our technical specialists create innovative solutions to support the custom specifications of each client. At Parallax we are a full-service information systems company, whose experts can improve upon existing applications or create innovative new products, helping to promote growth and efficiency.

Our products include a broad range of services from complex data warehousing systems to data management systems and cutting edge web designs. We are experienced in all phases of systems development from systems design through testing and training. Parallax’s qualified and experienced staff is anxious to put their skills to work for you.

At Parallax Technical Services, Inc. our focus is on providing efficient and innovative information services and products to our clients. We view each client relationship as a Partnership. Simply and completely, Parallax offers clients a team of information technology experts, ready to access and fill every client’s technological needs. At Parallax Technical Services, Inc. we firmly believe that Parallax is only as successful as we make our clients.



How it works

The system determines which of a possible 250 tests, need to be run against each garment based on the characteristics of each fabric and garment. The highly trained technicians then complete the testing and enter the results. With a mere click of a button all those results are compared to standards and agreements that have been negotiated with each individual supplier. If any of the tests return unacceptable results, the fabrics or garments are rejected and production is suspended until a solution is reached.

Training

Long before the custom applications were completed and put into production Parallax started on a training program to help ensure each Levi user would have a thorough understanding of the systems. Training included general as well as application specific training. Levi’s end users were trained on how to query the database and were able to use their own data, thereby increasing the ease of learning and effectiveness.

What’s next for Levi Strauss and Parallax?

The future involves creating an even more flexible and robust system that will allow the users in the Raw Material Quality department to share results and standards throughout all regions (Asia, Europe and South America) of Levi Strauss. Eventually the system will extend outside the company to key vendors who will enter test results remotely, thereby starting the quality assurance process at the very first stages.

labs are located due to their need to align themselves closely with the national production facilities, while the Quality Analysts are based in the Bay area, making their interaction with the Business Units easier. The Parallax solution, deploying Microsoft SQL Server 2000, makes this all possible by seamlessly providing access to the data for each user across Levi’s ever expanding wide area network.



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