

## CASE STUDY

# Driving excellence in quality manufacturing with serialization and process data



## Customer

From their home base in Minnesota, **CPC (Colder Products Company)** has earned their place as an industry leader in fluid connection technologies by understanding that in their business, every point of connection is critical. CPC serves a vast array of markets and applications. One of the fastest growing is the thermal management market, which involves liquid cooling of data centers, AI factories and many other electronics applications. Regardless of the industry, CPC connectors must perform with uncompromising quality.

 Quality starts at the source. By adding serialization technology to our process, we are further enhancing our quality practices, delivering new capabilities with our products and building customer trust and loyalty. 

**Ben Schultze**

VP of Quality, CPC



## Challenge

For CPC, quality has always been a top priority and competitive advantage. Recently, CPC saw an opportunity to enhance its thermal management product quality even further by offering serialization and additional data associated with the connectors.

As part of its continuous improvement efforts, CPC wanted to provide customers with granular, part-specific traceability in a faster, more streamlined way. Quick

access to reliable part-specific data would also help guide timely, efficient product improvement efforts and lower rework costs.

By delivering greater transparency and trust around product quality, CPC would further differentiate itself from competitors while continuing to deliver on its mission to “inspire confidence at every point of connection.”

## Solution

Instead of spending months or years developing their own tracking system, CPC looked to a company that had already cracked the code. Systech's serialization and traceability technology wasn't merely a barcode system—it was a way to give every single product that left CPC's facility its own story.

Think of it like a digital passport for each part. The new system provided answers to critical questions with a simple scan. Where did the part come from? When was it made? Who handled it? What processes did it pass through and what were the results?

All that information, available instantly. No more manual data searches. If a customer called with a question about a specific product, the answer was right there at their fingertips. Better yet, the system could identify potential concerns before they became problems.

**Real-time visibility**  
into the production  
process gave CPC's team  
the ability to instantly  
identify potential issues  
before escalated, support  
compliance and address  
customer inquiries.

### The solution from Systech included:

**UniSeries® serialization platform** powered by the industry's most robust IPS engine, delivering unmatched data accuracy, performance and scalability.

**UniTrace® track and trace** seamlessly links serialized data across processes and systems, creating a unified, end-to-end view of each product's journey.

**Smart camera technology** plays a critical role by ensuring precise, high-speed data capture and verification on the production line.

Implementation of the solution will:

- **Improve response time for customer inquiries** about specific parts.
- **Reduce rework costs** by providing quick access to part-specific data to guide corrective actions.
- **Streamline audit processes.**







## Impact

Fast-paced organizations need timely access to reliable information. The Systech system provided CPC with precise, easily accessed data so they could speed up quality investigations, identify potential problems before they occurred, and quickly develop solutions.

Some previously time-consuming quality investigations could now be completed in a matter of hours, allowing more time for staff to **proactively solve problems** instead of reacting to them.

The real impact was how the new system transformed the way teams worked together. Everyone spoke the same language and could draw on one “source of truth” in terms of information. Assembly line workers could instantly communicate with quality control. Managers could spot bottlenecks before they formed. Even different facilities could coordinate. Best of all, the system was built to grow and adapt—better equipping CPC to handle whatever challenges tomorrow might bring.

When **customer inquiries** arose, CPC’s team could address them more quickly with reliable, real-time information.

Customer conversations transformed as well. Traceable products and verifiable data points reassure customers that they can rely on CPC to not only deliver great products but to also provide trusted information about specific parts, when and where it’s needed.

## Conclusion

By embracing Systech’s serialization and traceability technology, CPC took yet another significant step in improving its quality manufacturing. The results speak for themselves:

- **Quality checks** can now often be concluded within hours or even minutes.
- **Customer inquiries** are addressed quickly and consistently using one source of current, reliable information.
- The **audit process** has become **more seamless** and **efficient**.

## Looking ahead

By working with Systech, CPC is delivering on ever-increasing customer demands for transparency, accountability and quality. As they expand their serialization strategy across more product lines, CPC is further building the future of quality manufacturing, one traceable part at a time.

Systech’s serialization and traceability technology provided CPC with a practical way to track every thermal management product that left their facility. This has helped CPC answer customer questions more quickly, streamline quality checks and further deliver industry-leading quality in both products and processes.

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Speak to an L4 expert, today!

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