

Case study:
3M SPSL

3M Security Printing & Systems Limited (3M SPSL) has been fulfilling the needs of governments and large organizations for more than five decades. From design to delivery and ongoing support, they help provide end to end solutions for the secure authentication of people, products, and documents.

3M SPSL's products and technologies are used in more than 100 countries. They offer a range of solutions for applying personalized text, digital images, and biometric data to secure documents in accordance with ICAO standards.

"At 3M SPSL we utilize several of the Workbench Professional modules to deliver a one stop shop for our staff."

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3M SPSL Quality Systems & Compliance Manager, John Longbottom, discusses why they chose *Workbench Professional* to control their documentation.

What was 3M SPSL looking for when implementing the Workbench system?

The top 3 deliverables we needed were:

- Improved document control;
- A concise audit trail;
- Traceability and speed of document retrieval.

How did 3M SPSL hear about Workbench Professional?

We found the website through an online search for document control software.

What made 3M SPSL choose Workbench Professional over competitors?

The main reasons for our choice was based on:

- The entire secure auditable solution;
- The professional manner in which our initial interest was managed into actual procurement;
- The helpful and knowledgeable staff.



What system and modules did 3M SPSL implement?

3M SPSL implemented *Workbench Professional* with the following modules:

- Document Control
- Nonconformities
- Audits
- ReportQuest
- Test and Calibration
- IntraVista Pro



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A 50 concurrent-user license system was implemented with 25 system and 25 workgroup licences.

A complete solution

3M SPSL utilize several of the *Workbench Professional* modules to deliver a one stop shop for our staff. By logging in to the system, each individual has direct access to documents in their charge, such as policies, standard operating procedures, audits, complaints, calibration equipment and testing requirements, international standards and legislation—all from one easy application.

What are the main benefits that 3M SPSL have obtained as a result of implementing *Workbench Professional* software?

- Stronger customer confidence in our ability to ensure company and customer supplied documents are controlled and stored in a secure manner.
- A more standardized and structured approach to document creation and control.
- The utilization of a paperless system.