

DELTA FAUCET COMPANY FOCUSES ON DYNAMIC INNOVATION

Case Study

TECHSTREET ENTERPRISE



SUMMARY

Delta Faucet Company is one of the largest U.S. manufacturers of residential and commercial faucets. A wholly owned subsidiary of Masco Corporation, Delta is known for innovative design engineering and stylish, well-crafted fixtures that comply with detailed manufacturing standards. Techstreet Enterprise made those standards more readily available to Delta's designers and engineers, allowing the company to continue its legacy of innovation and industry leadership.

For more than half a century, Delta products have been an integral part of homes and commercial venues from hotels and restaurants to schools and offices. In 1954, the year it was founded, Delta introduced a revolutionary single-handle ball valve design that set a new standard for the industry. Since then, the company has continued to innovate while building a global reputation for reliability and workmanship.

In a typical year, Delta engineers will develop as many as 30 new designs, all of which must meet a long list of manufacturing standards, most notably those of the National Sanitation Foundation. In addition, existing products are constantly being evaluated, updated and improved to make them more appealing and competitive, a process that also requires compliance with various industry standards.



"People used to call me constantly asking where the standards were. It was a logistical nightmare. Now they can simply sit at their desk and log in. I know that, wherever they are, they're getting exactly the information they need. And Techstreet's automatic updates are saving us a huge amount of time."

*- Sally Remedios, Manager of Product Compliance
Delta Faucet Company*

"This is an extremely dynamic business," says mechanical engineer Sally Remedios who directs Delta's Product Compliance Department. "The focus is always on new and better designs. Product development is a complex team process that involves design engineers, compliance professionals, testing and quality assurance specialists, manufacturing personnel and the company's marketing department. So everybody needs to be well informed every step of the way, particularly in the area of compliance."

“Standards are absolutely vital to our work,” Remedios says. “They assure that every product meets national health and safety specifications. They also help level the playing field in terms of competitors and provide regulators and customers with a vital measure of confidence.” At one time, Remedios and her staff were spending long hours copying and updating industry standards, then making sure that hard copies were available to employees in key locations. That included engineering departments, testing labs and marketing units at corporate headquarters in Indianapolis as well as manufacturing plants in Tennessee, Oklahoma, Canada and China.

Online access has changed all that. Today, a large portion of Delta’s most widely used standards are accessed via computer, including those from CSA, IAPMO and NSF. And Techstreet has been vital to that transition. “People used to call me constantly asking where the standards were,” Remedios recalls. “It was a logistical nightmare. Now they can simply sit at their desk and log in. I know that, wherever they are, they’re getting exactly the information they need. And Techstreet’s automatic updates are saving us a huge amount of time.”

LESSONS LEARNED

It’s never too late to innovate.

With companies like Delta Faucet, innovation is clearly in its DNA. But even Delta needed a better way for their engineers and designers to access codes and standards. Techstreet Enterprise helped streamline Delta’s standards-checking process so they can continue to set the pace in their industry.

A managed solution saves time.

Copying and updating standards manually put a strain on the company’s resources. With automatic updates, Delta employees can quickly access the latest standards and know they are meeting changing compliance requirements.

To learn more about Techstreet Enterprise, visit techstreet.com/subscriptions.

“The convenient online format—coupled with automatic updates—has saved us a huge amount of time,” said Sally Remedios, Manager of Product Compliance at Delta Faucet Company.

Techstreet

6300 Interfirst Drive
Ann Arbor, MI 48108 USA

Phone: +1 734 780 8000
Toll Free: +1 800 699 9277
Fax: +1 734 780 2046

techstreet.subscriptions@tr.com
techstreet.com

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