

Uztex Uchkurgan

Perfect solution to quality consistency



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Uster Quality Expert is the key to total customer satisfaction

Quality consistency is the primary goal of every yarn manufacturer, as it is the way to satisfy customers and ultimately improve sales and profits. With a large-scale producer like Uztex Uchkurgan, the difficulties in achieving these goals are often magnified by the sheer volume and complexity of data to be gathered, evaluated and applied in order to make the required improvements.

As every spinner knows, markets are tough and demand is variable. That makes customers seek ever higher levels of quality – especially quality consistency – in return for their valued business. Detailed, precise and understandable data is critical to enable spinners to deliver this by adjusting and optimizing their processes. Increasingly, customers also ask for more data to prove the quality they request.

But, as Uztex Uchkurgan knows, manual collation and analysis of the great mass of data involved in yarn spinning, is a difficult job, and sometimes produces unwanted random results. For this company, Uster Quality Expert was the ideal solution, taking away the pain and uncertainty of manual assessment, and replacing it with fast and accurate quality improvement guidance impacting on the entire mill, even as far as the winding room.

Says Mr. Rafael Tavkhidov, Managing Director: "Market competition is very high and customer satisfaction is the key to our long term business goals. Thanks to Uster Quality Expert, we are now confident we can sustain our customers by meeting their quality needs."

Mr. Umar Hayat, Mill Manager, says: "My life in terms of quality management can be divided into a life before Quality Expert and a life after Quality Expert. Quality management has become a simple, effective and efficient task with the help of the system. Our response time to quality problems in the process has decreased significantly with Uster Quality Expert".



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Quality Expert interview
with Mr. Rafael Tavkhidov,
Managing Director

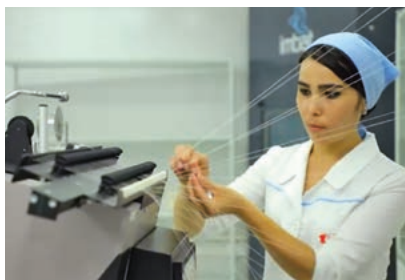
Uztex Uchkurgan LLC is located in the Namangan Region of Uzbekistan and is part of the Uztex Group – one of the largest vertically-integrated companies in Central Asia. As a large-scale yarn producer, Uztex Uchkurgan is equipped with 258,224 ring spindles, 2,460 rotors and 11,792 twisting spindles.

Production is mainly focused on cotton yarns, including 100% combed compact, as well as carded ring-spun, blended, open-end and 2-ply yarns.

Major markets are widespread, with sales to CIS, Russia, Europe, China, Asia and Southeast Asia.

Customer satisfaction is a top priority to enable the company to prosper in a highly-competitive trading environment, and quality consistency is key to this. Says Managing Director Mr. Rafael Tavkhidov: "Quality is never an accident; it is always the result of high intent, sincere effort, direction and execution. Uster Quality Expert, with its transparent data management and selective features, is our tool to achieve customer satisfaction."

In this interview, Mr. Tavkhidov explains the improvements to processes and the business benefits arising from the use of Uster Quality Expert.



What is the general market situation like?

The market continues to evolve day by day, especially with regard to quality requirements and customer satisfaction expectations. The need for consistent quality is increasing and customers are asking for more detailed data about the products being supplied to them.

What were the major issues you were seeking to improve?

As we have very large manufacturing plants and the total volume of production is so high, it is a big challenge to monitor our processes continually to ensure we maintain quality consistency. The old method of compiling all the available data manually and then trying to make improvements based on that was too slow. Ultimately it was making life difficult and the scale of our operations meant that monitoring process and quality consistency was extremely demanding.

With the new Uster solution in place for the trial, how did the situation change?

Uster Quality Expert was a perfect solution to our big challenge in managing and monitoring quality consistency. For the first time, we were able to see a full process overview. We could then carry out an analysis by selecting different criteria in one display window on the system, allowing us to implement quick actions for quality improvement.

What was the impact on production?

Previously, we had an excessive amount of data which needed analysis, and that meant our corrective actions were sometimes random. But with the use of Quality Expert, it was possible to adjust certain criteria properly. The alarms feature helped us to take the right steps quickly and choose the optimal quality control actions, especially with regard to trends in the different quality parameters. These great features also enabled us to adjust the settings at the Uster Quantum yarn clearers to achieve maximum customer satisfaction. Now, our actions were calculated and precise, with data properly analyzed between machines and shifts, and quick remedies identified for any random issues.

Do the improved production aspects have an impact on the business?

Market competition is currently very intense, and customer satisfaction is the key to maintaining long-term business goals. We are now able to support our customers in their success, by meeting their quality needs. And ultimately this is helping us to achieve high volumes of sales.

Mr. Rafael Tavkhidov – Thank you very much for these valuable insights.



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Customer Statement

"Uster Quality Expert transparent data management and selective features, Our Tool to achieve customer satisfaction."