



## Level 1 Fasteners Inc. Customer Success Story-Manufacturing

Priding itself on 40 years of experience, producing “Level 1” certified fasteners for the United States Navy and its subcontractors, it’s not hard to see where Level 1 Fasteners Inc. gets its name. The term “Level 1” refers to the quality program originally implemented by the department of the Navy with the main objective to provide a safe environment for its men and women by ensuring that only the finest quality parts are used to build their ships and submarines. The program requires total traceability of each and every product used, from melt point to end-use.

But Level 1 Fasteners Inc. is much more than that, manufacturing and stocking the finest quality fasteners in their 120,000 square foot warehouse in Huntington, West Virginia. Level 1 Fasteners creates products for numerous applications and industries, including: The United States Military, aerospace, aircraft, medical, and oil drilling industries.

**“We had all of our drawings in files. We needed a system that would allow us to scan, store, and retrieve in a timely manner.”**

Susan Adkins,  
Sales Representative,  
Level 1 Fasteners Inc.

Their products have been approved by Boeing, Rocketdyne, Lockheed Martin Marietta, and Raytheon. Level 1 Fasteners currently meets the standards of the Industrial Fasteners Institute (IFI), the American National Standards Institute (ANSI), and the Military Spec Hardware standards (AN,MS, NAS).

Because Level 1 Fasteners manufactures fasteners for these important industries, they are held to the highest standards and product quality requirements. As part of the high standards and requirements that they are held to, Level 1 Fasteners creates

material drawings for each of the products they create and manufacture. All of these product drawings must be kept for future reference. This is why Level 1 Fasteners began looking for a solution to help organize and track their material drawings.

Prior to implementing Questys Document Management, Level 1 Fasteners labeled each drawing by number. Susan Adkins, a sales representative with Level 1 Fasteners, details the company’s old filing structure. “We had a room full of filing cabinets that were numbered from 0-999. We would file them according to the last 3 digits of the drawing number. When we wanted to retrieve a drawing, we would have to go pull a folder, with a particular sequence of numbers, and search through that entire folder until we found the drawing that we needed.”

Their process of filing and retrieving a drawing was tedious and time consuming. An entire folder needed to be searched through just to find one particular drawing. On many occasions misfiling would occur, and the process of finding a drawing would take even longer.

Questys Document Management System was proposed to Level 1 Fasteners by Aaron’s Products, a Questys Solutions and Toshiba reseller with a local branch in Huntington, West Virginia. Aaron’s Products demonstrated Questys Document Management to implement into Level 1’s sales department as a place of document archival with quick search and retrieval access.

Currently, Level 1 Fasteners uses scanners to import drawings directly into their Questys database, filing them away quickly and in the appropriate location, avoiding mis-filing and time consuming retrieval. “All we have to do now is search a drawing number and it automatically comes up. We can either view it on the screen, or print out a copy,” states Adkins. By storing documents electronically, files are retrieved instantly upon request. This not only increases employee productivity by freeing up valuable time to focus on other projects, but it also reduces physical storage requirements, and saves money that was previously spent on file cabinets, folders and copier paper.

### Overview:

#### COMPANY

Level 1 Fasteners Inc.

#### HEADQUARTERS

Huntington, WV

#### INDUSTRY

Manufacturing

#### NO. OF EMPLOYEES

50

#### BUSINESS CHALLENGE

- Level 1’s main goal is to ensure total traceability of each and every product they manufacture. Therefore, they must maintain material identification from melt source to end use.
- A room full of filing cabinets housed thousands of material drawings.
- Searching for these drawings took time, which in turn caused a decrease in employee productivity.

#### SOLUTION

- Questys Document Management: allows users to easily scan, organize, protect, and instantly retrieve information electronically. It is a fast, affordable solution built for paper-intensive businesses.

#### RESULTS

- Time spent searching for material drawings reduced to seconds.
- Searchable database enables quick response.
- Improved employee productivity and efficiency.
- Reduced physical storage requirements.

