

Industry Leader in Refrigeration Updates Product, Eliminates Quality Issue Resulting in Savings for all Involved

A Case Study from Therm-O-Disc



Case Summary

Customer

Industry Leader in Refrigeration

Location

United States

Industry

Refrigeration

Products/Services

Temperature Sensor

Critical Need

End users were experiencing quality issues with an integral component designed to keep food at the proper temperature. The inability to accurately monitor airflow and temperature was resulting in unhappy end users. In addition to poor air flow, the customer found the subcontractors rectangular enclosure unappealing. See old design pictures to the right.

Results

After redesigning the product to eliminate the root cause of the issue, a better performing and less expensive product was delivered to the end user. As a bonus, the product redesign eliminated potential assembly issues at the subcontractor level.

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The Situation

A well established leader in the refrigeration industry, and long time Therm-O-Disc customer, was experiencing a quality issue with a critical part used in refrigerators to keep food at the proper temperature. In addition, end users were not pleased with the performance and overall appearance of the part. Our customer was concerned that the original design limited air flow and could impact the Energy Star® performance. This problem needed a quick and effective solution.

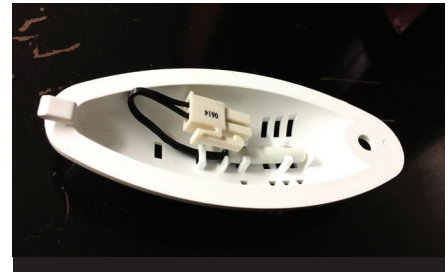
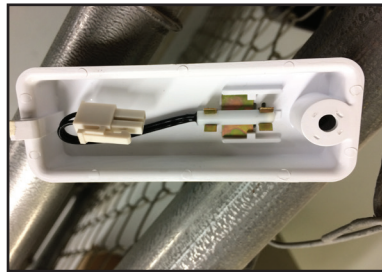
The Solution

Members of Therm-O-Disc's Sales and Engineering team worked together to investigate the problem. They discovered a subcontractor was damaging Therm-O-Disc's thermistor while inserting them into the covers. The damage was compromising the effectiveness of the temperature sensor resulting in a potential quality concern.

We worked with our customer to engineer an aesthetically pleasing cover with an improved mounting feature.

The Results

Therm-O-Disc was able to quickly identify the issue and introduce an improved design. This solution allowed the customer to eliminate an SKU and the need for a subcontractor, resulting in a better part and a higher overall savings to the customer.



Old Design

New and Improved Therm-O-Disc Design