



How Destaco Transformed Standard Work with Squint and Cut Customer-Reported Defects by 53%

Destaco, a Stabilus expert brand, is a global leader in workholding, grippers, indexers, conveyors, and robotic tooling. Its products support some of the world's most demanding automotive, health sciences and industrial manufacturing operations.

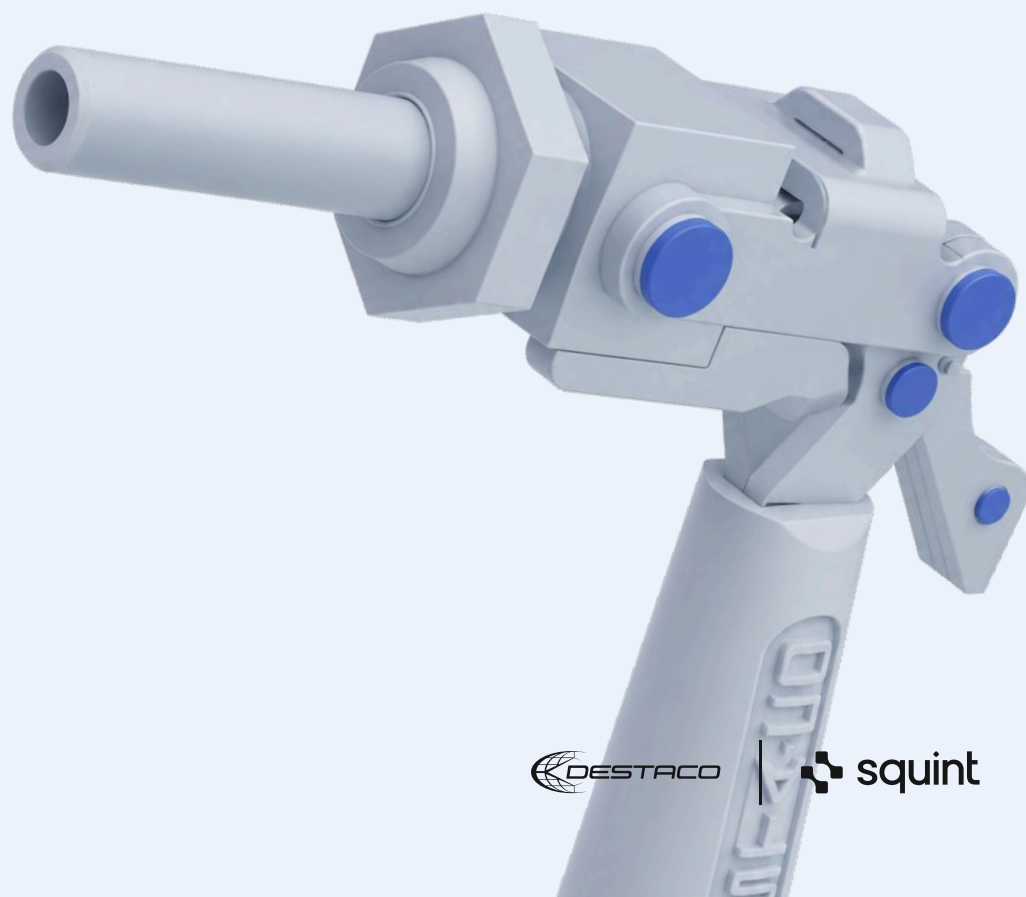
01. Overview

Overview

At Destaco's flagship facility in Mt Juliet, Tennessee, teams assemble thousands of highly configurable products in a high-mix, low-volume environment. Many are built only a handful of times a year, and some are one-off customs the plant has never built before. Prior to Squint, the instructions for that work lived in laminated sheets at the station, in PowerPoint files on shared drives, and in the heads of veteran assemblers.

Destaco adopted Squint as the industrial AI platform behind its standard work. Now the expert's own run of the job is what the next person follows, the station gets checked before a shift starts, and nobody has to remember a build they haven't run in a year.

Mt. Juliet deployed Squint across five production lines and within months, Customer issues fell **53%, defects per line shipped fell **39%**, Cost of Poor Quality fell **29%**, and labor efficiency improved **16%**. Layered Process Audits reached **100%** participation and timely closure of findings.**



02. The Challenge

The Challenge

In a high-mix, high-precision plant, a missed step reaches the customer. Destaco's work instructions were hard to find, hard to verify, and largely unwritten.

01

Work instructions were laminated sheets, PowerPoint files, and documents spread across shared drives. When a job came up that an operator hadn't run before, going from memory or asking a veteran was often faster than finding the right instruction.

02

Paper checklists and manual audits came down to a signature and a check mark. Nothing showed whether the inspection, the measurement, or the torque check had actually happened.

03

And years of experience lived with the veteran assemblers. The techniques and lessons they had picked up weren't written down anywhere, so a new hire had no way to get at them.



"Our customers can't afford a quality error because we're training a new operator."



Rakuya Artis
GLOBAL VICE PRESIDENT OF OPERATIONS AND SUPPLY CHAIN

03. What Destaco Built

What Destaco Built

Destaco turned standard work into a system that captures what its experts know, verifies what operators actually do, and puts every customer complaint, quality alert, and engineering change into the instruction the operator opens next.

Destaco's knowledge lived in three places:



01
Several hundred work instructions already built in another system



02
Document hub of quality and engineering files



03
Expert operators who knew the builds

They connected the document hub for the instructions they already had and recorded their experts at the bench for the new and complex builds. Document or video, what comes out is the same: a step-by-step instruction the operator can follow at the station.



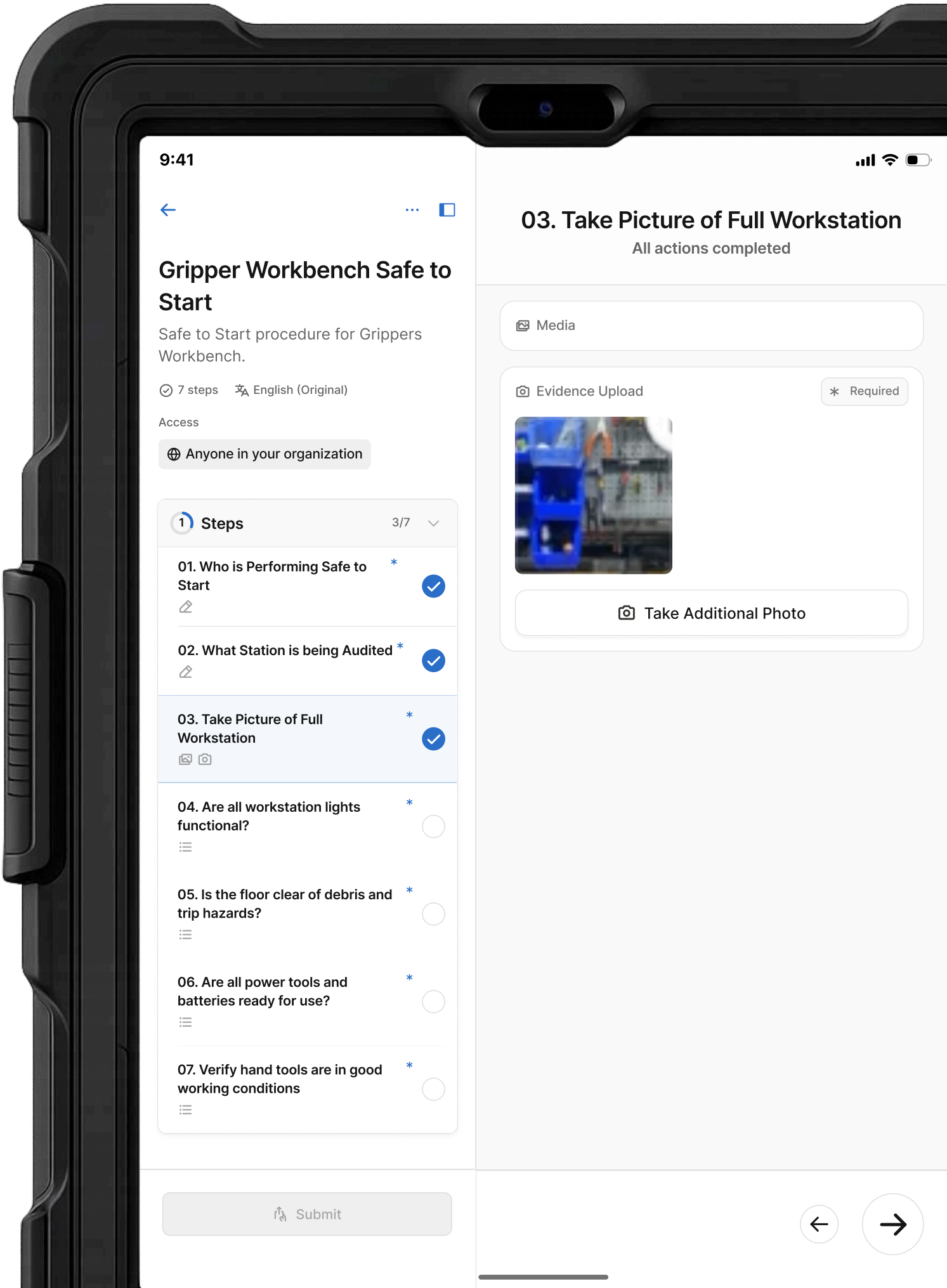
"Squint became the standard. Everybody opens it before they start building."



Jeff Clark
DIRECTOR OF GLOBAL OPERATIONAL EXCELLENCE AND QUALITY

Digital Safe-to-Start Verification

Before anyone starts building, the assembler walks the station in Squint and photographs what they check: equipment, tooling, fixtures, the work area. What used to be a check mark wiped off a laminated card at the end of the shift is now a record that stays.



Verified Digital Work Instructions

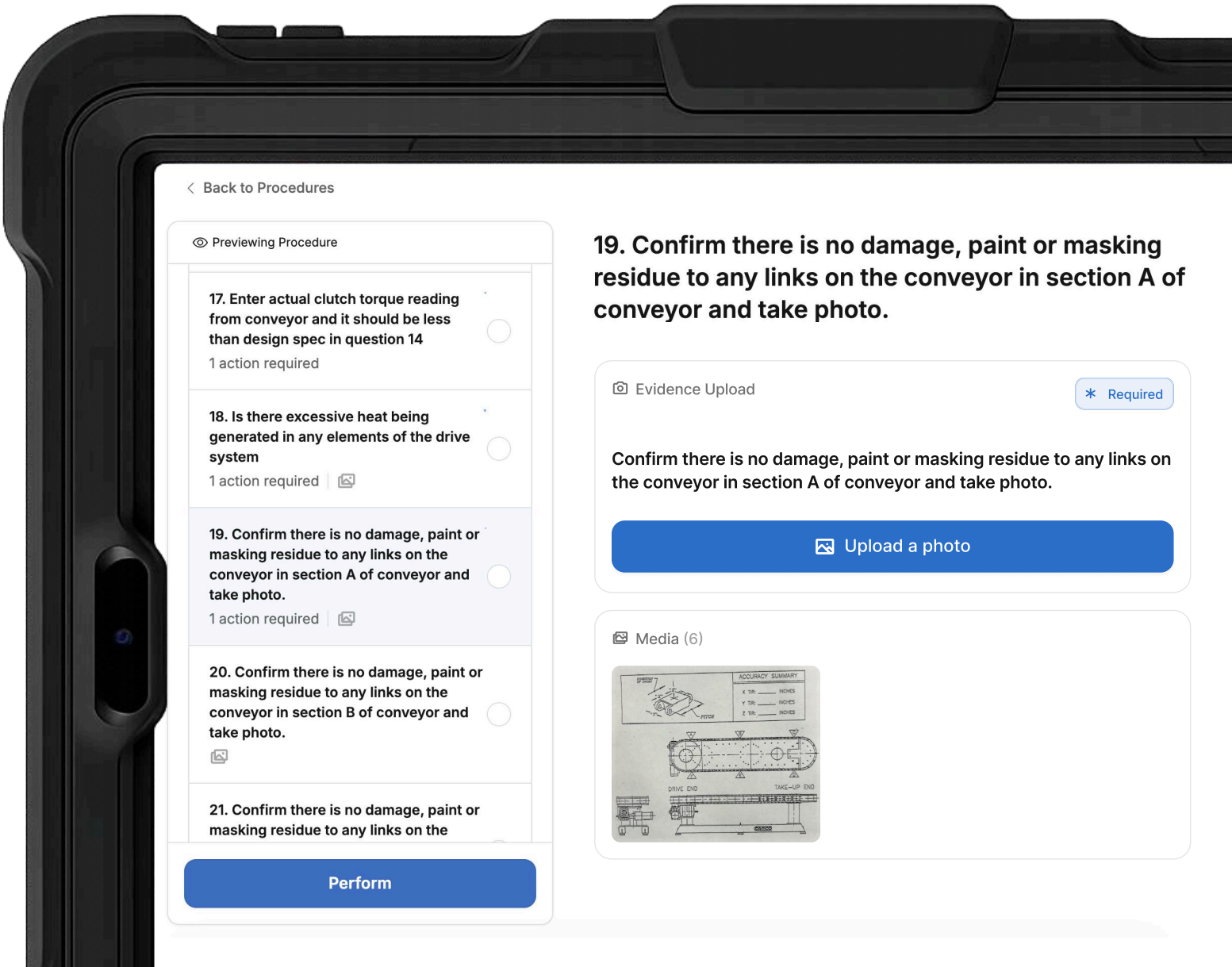
An expert assembler runs the job once while Squint records it. A tribal knowledge agent tuned to Destaco's preferences turns that video into a written instruction, with the steps in order and the quality checks called out, ready for an engineer to review.

At the station, the operator sees the written steps next to the photos, the video, the measurements, and the torque specs. In the lighthouse area, defects per line shipped fell **39%** and labor efficiency improved **16%**.

“On a job I haven't run in months, I can watch someone who knows it do it, one step at a time.”



Louis Bianco
COMPLEX GRIPPER ASSEMBLER



Global Standardization and Multilingual Work Instructions

Destaco builds many of the same products at plants around the world, and each site used to write and keep up its own version of the instruction. Now one site writes it and every site uses it, with Squint's standardization and compliance agent holding it to Destaco's approved wording and format.

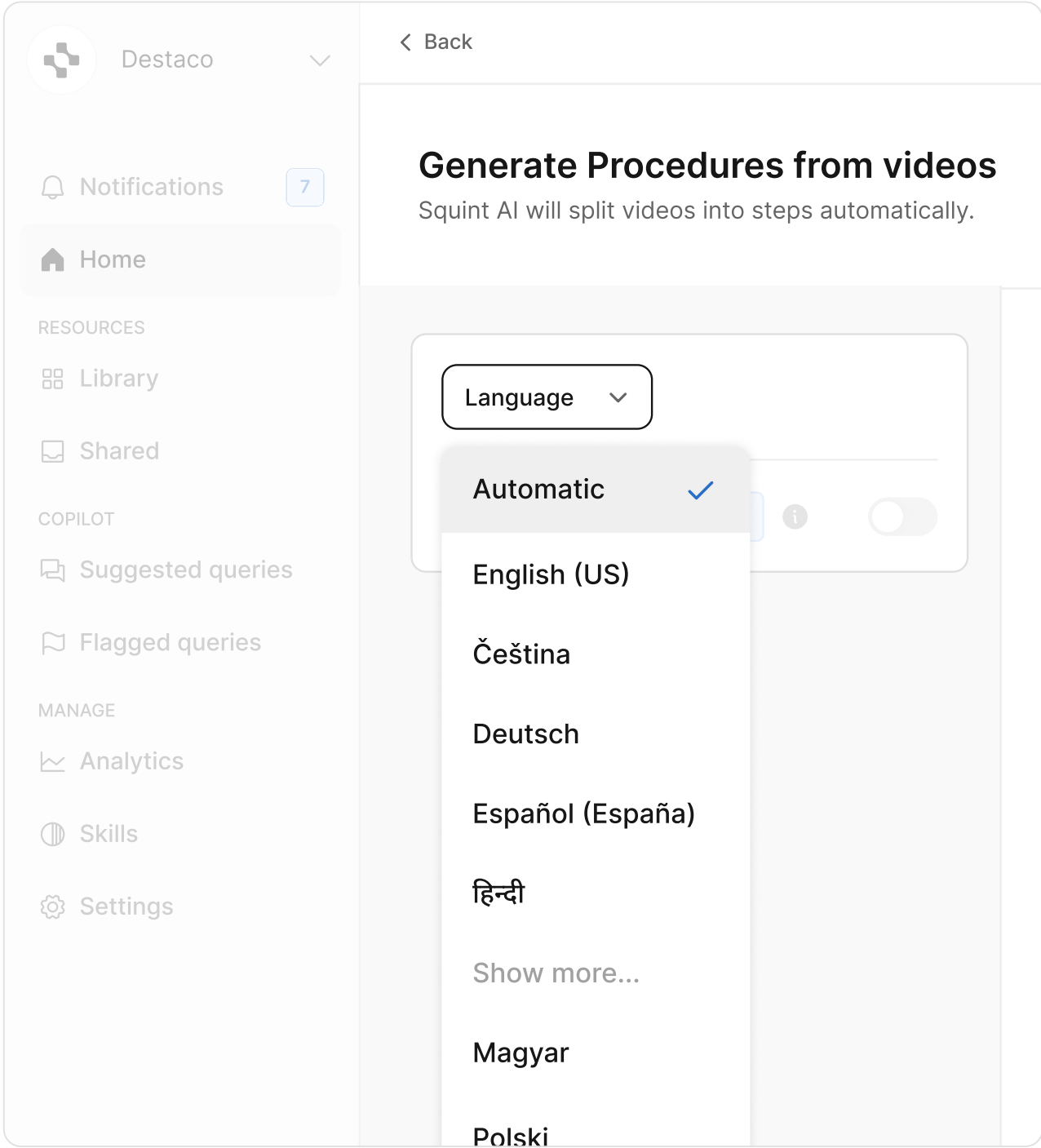
Operators read it in their own language, and the process stays the same everywhere.



"Before Destaco, training meant direct supervision and taking up someone else's time. With Squint, I was independent within my first few days."



Blas Leon
ENGINEERING CO-OP



Proof at Every Step

Each morning the Quality team goes through what came back from customers and what came up inside the plant, then updates the instructions those issues touch, adding the customer's photos and what the team learned. Every assembler sees the change before the next build, so a fix becomes standard work in hours instead of weeks. Customer complaint PPM in the lighthouse area fell **53%**, and Cost of Poor Quality fell **29%**.

Layered Process Audits left the paper checklist behind. Auditors answer the questions, upload photos, and record what they corrected before the audit will close. On the gripper line, participation and on-time closure of findings hit **100%**. Assemblers flag what an instruction is missing and propose the fix, and engineering reviews it before it publishes.



“We would have hired industrial engineers to capture this work, and they are harder to find every year. Now every operator can do it themselves, which makes all of our associates, including me, technical experts.”



Rakuya Artis
GLOBAL VICE PRESIDENT
OF OPERATIONS AND
SUPPLY CHAIN



Manual Clamp LPA

Find a running cell in Manual Clamps

2 sections English (Original)

Access

Anyone in your organization

1 Manual Clamps4/18

01. What Cell Are You Auditing? *

02. Is The Correct Work Instruction Accessible At The Cell

Looking Forward

Manufacturing is facing an unprecedented challenge as experienced workers retire while products grow more complex. For Destaco, preserving manufacturing knowledge is no longer optional, it's essential.

"Standard work isn't just documentation, it's one of the most important quality systems in a manufacturing plant. Today, every engineering change, customer complaint, quality alert, and lesson learned is incorporated into our standard work almost immediately. That has fundamentally changed how we improve quality, train our employees, and preserve manufacturing knowledge."



Jeff Clark
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