# HORUS

**HOFMEISTER & MEINCKE**

**Customer:**
Hofmeister & Meincke GmbH
Carsten-Dressler-Str. 6
28279 Bremen / Germany
www.hofmei.de

**Industry:**
Wholesale with commercial vehicles and workshop supplies. Production of vehicle manufacture components and vehicle manufacture systems.

**Employees:**
400

**Revenue:**
EUR 100 million

**Used Horus products:**
Horus Business Modeler
Horus Private Community

**Short portrait:**
As a partner of commercial vehicle workshops, vehicle manufacturers and the industry, Hofmeister & Meincke offers its customers a unique combination of long-standing experience as a trade company and original equipment manufacturer for commercial vehicles, vehicle manufacture systems and components as well as metal and plastic semi-wholesale.
Today, Hofmeister & Meincke with its country-wide 17 sites counts to the leading wholesalers on the German market for commercial vehicle parts and vehicle manufacture components.

# Elegant and modern - ISO 9001 certification with Horus

Within the context of the recertification of the business-wide quality management system ISO 9001.2015, the QM team of Hofmeister & Meincke captured all business processes of the company with the Horus Business Modeler. Based on the created results, they were provided electronically for all employees with the Horus Private Community in the company-owned intranet. The recertification could be performed successfully thanks to the fact that all business processes had been documented and made accessible for all employees in a modern way.

## The challenge

At Hofmeister & Meincke, previous certifications were performed by a simple Word documentation. Since in comparison to the previous certification, several things have changed in the operative business, the current processes had to be completely renewed with regard to the new certification. A tool was supposed to support this procedure in order to establish a sustainable business process management besides the actual certification.

## The solution

With the Horus Business Modeler and the Horus Private Community, a very elegant solution was implemented. In doing so, the needed structure from the ISO 9001:2015 was mapped in a Horus repository with the Horus Business Modeler by according model types (glossaries, process architectures, organigrams, roles, and business processes on different levels). In the ISO 9001:2015, the regulation for paper-based documentation has been withdrawn, i.e. the documentation may now also be electronically provided for certification.
Thanks to the process manual function of the Horus Business Modeler, the classic process documentation could be generated as a PDF out-of-the-box from the process knowledge stored in the repository. On the other hand, the entire process documentation could be made available, paperless and directly in a portal using the Horus Private Community. The portal was integrated seamlessly into the intranet of Hofmeister & Meincke so that the entire process documentation of the company is now available to the employees.

## The benefit

The process knowledge could be captured in a highly comfortable and efficient way thanks to the predefined ISO 9001 structure in the Horus Repository and the simple process notation of Horus with the QM team.
The ISO 9001:2015 certification was performed based on the electronically provided process knowledge without any problems. Its provision in the intranet creates transparency in the company. Furthermore, this knowledge is used for the onboarding of new employees, or more specifically for an active integration of the employees in the improvement of existing processes. Via the Horus Private Community which is used as a process portal, improvement suggestions can be incorporated in the relevant process steps in a targeted way.