Industry Leader in Refrigeration Updates Product, Eliminates Quality Issue Resulting in Savings for all Involved
A Case Study from Emerson’s Therm-O-Disc

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.

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