



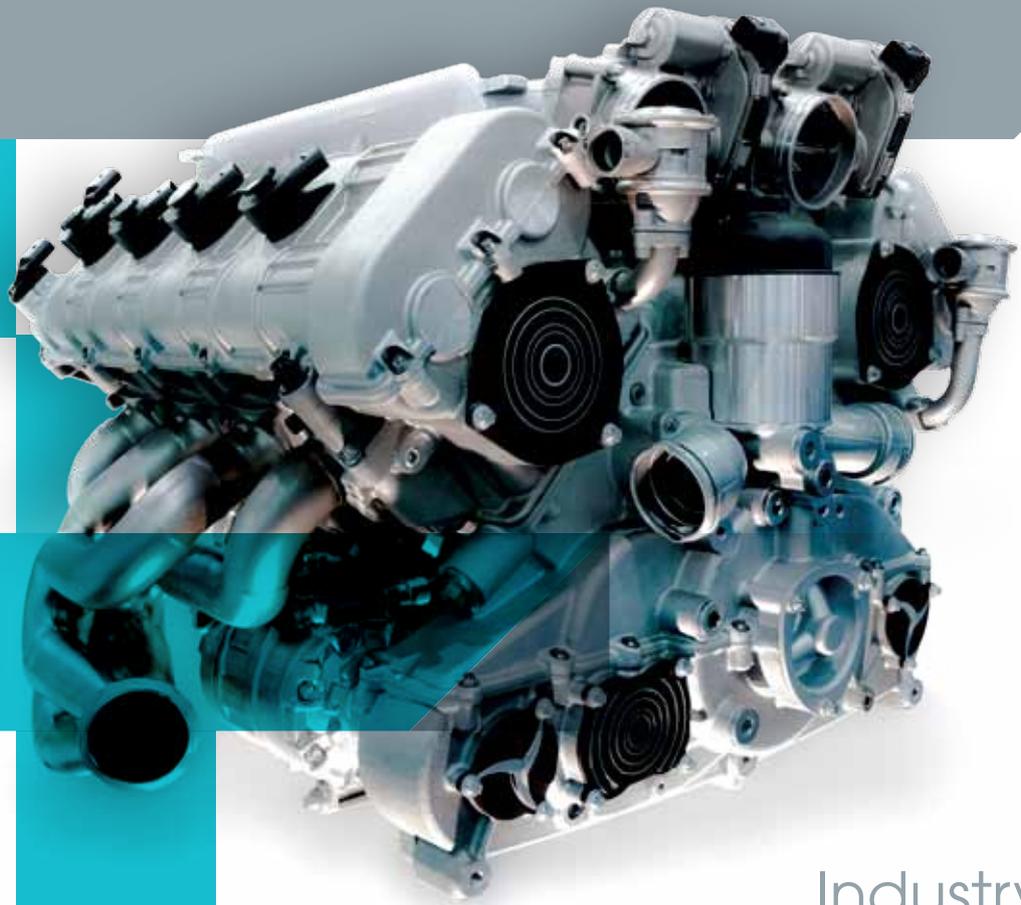
GLOBAL TALK

First Quarter 2012

The road ahead...

"SYSPRO's product roadmap is all about mobility driving your company forward, innovation and, of course, tailoring the product to fit in and project the values of the organization – pretty much what your vehicle of choice does for you."

– *Phil Duff, CEO, SYSPRO*



Industry

Automotive

"Over the past 30 years, the business has grown increasingly complex on all fronts and, to compete effectively, we needed to implement an ERP solution. After researching the alternatives, we chose SYSPRO..."

– *Frank Cancelli, Founder and President, Atlantic Tube & Steel*



The road ahead



Phil Duff, CEO, SYSPRO

I want to share with you some insights into what is being developed for our SYSPRO ERP product during 2012 and ahead. The changes envisaged are a healthy mix of responding to customers' requirements and reacting to the changing economic and technology climate we live in.

There's no question that mobile devices will play an increasingly important role in our daily lives, and we want our customers to be able to access their data remotely as easily as if they were in the office. To do this we are creating a new mobile platform that will enable both us, as a software developer, and our customers to create applications that will work on any popular device.

We are investing resources into creating a next-generation mobile platform whose characteristics are:

- Browser-based and device agnostic
- Designed to be customizable and adaptable without requiring development skills
- Designed to cater for offline conditions
- Designed to render appropriately on any monitor, from a mobile phone to a desktop PC (and anything in between)
- Designed to interact with the device's native capabilities
- Built using development tools that are in widespread use
- Designed to use e.net Solutions' Business Objects and Windows Communication Foundation REST services to deliver secure content

Perhaps today you wish an application to work on an iPhone and tomorrow on an Android device – no problem! The new mobile platform is designed to ensure that such applications will behave appropriately for the target device. And we want to make sure that our customers can change the behavior of these applications themselves. This has been a fairly important strategy for us over the past few years.

We also recognize that our customers have huge amounts of data that needs to be

sensibly analyzed, and our next product release, SYSPRO 7.0, will cater for much larger volumes of transactions. We want you to be able to find data easily, which is why we have created a new Enterprise Search facility. You should be able to produce reports as and when you require, which is why we have created a new remote reporting facility – you can run reports directly out of Microsoft Outlook, for example, and you don't need any SYSPRO applications installed on your device to enable this.

We are developing new ways of entering sales orders, or configuring products, so that it's faster to process transactions and you can do so in a more intuitive manner. We want to make it easier for you to be able to take advantage of new technology trends such as cloud computing and touch-based input devices. Our new mobile platform, for example, is optimized for touch screens either on a mobile device or on a desktop PC.

We will be taking advantage of new operating systems, like the upcoming Windows 8 platform (a significant milestone in Microsoft's history); we are developing applications that specifically target this new operating system to provide a competitive advantage to our customers. Such applications can benefit from being able to leverage off a device's native capabilities such as Geolocation or built-in camera.

We are building a new SYSPRO AppStore which will give you the choice of applications you want for your business that will integrate well with our product. The AppStore will provide a seamless experience in purchasing and at the same time provide enormous opportunity for developers to create applications that will be able to reach a much larger audience.

We are continually looking at how we can create focused functionality and build this into our product. As ever, we want our product to match your requirements and not the other way round. Our new SYSPRO Point of Sale product is an example of this; an application designed for the customer facing front-end of the retail market – yet it dovetails perfectly with the back-end office system.

Interestingly, this philosophy fits in neatly with the Automotive theme of this edition of Global Talk.



Atlantic Tube & Steel

optimizes SYSPRO to drive automation



Frank Cancelli is Founder and President of Atlantic Tube & Steel (AT&S), a manufacturer of automotive and structural steel tubing headquartered in Mississauga, Ontario. "We're a family-run business with approximately 35 employees," says Cancelli. "We operate out of a 150,000-square foot manufacturing and warehouse facility, which, since the implementation of SYSPRO, has become highly automated."

AT&S runs two mills: one makes mechanical tubing, predominantly for the automotive aftermarket; the other manufactures larger-sized structural tubing, used in a host of applications such as conveyor belt rolls, jackposts and trailer hitch tubing. AT&S also operates as a re-cutting

service to provide some of its customers with an additional value-added component. An ISO 9001 certified manufacturer, Atlantic Tube & Steel guarantees that its products meet rigorous standards, and every bundle of product is subjected to a series of quality tests to verify integrity and quality.

"Over the past 30 years, the business has grown increasingly complex on all fronts and, to



compete effectively, we needed to implement an ERP solution. After researching the alternatives, we chose SYSPRO because we believed it would create business efficiencies, help us maintain our inventory and volume advantage, and ensure that we conform to our industry's strict quality requirements. Looking back, it's clear that our decision to go with SYSPRO was sound," Cancelli says.

AT&S's Controller, Marvin Bavcevic, was in charge of the implementation. "Before the transition, we were using a DOS-based program with very limited ability to analyze results," he says. "It was a dinosaur, and our management decisions were being made in the absence of sufficient data. We made the decision to go with SYSPRO, and went live just over a year later."

Although Bavcevic is enthusiastic in his praise of SYSPRO, he admits to certain challenges during the implementation. "There were some growing pains in terms of the customizations we asked for," says Bavcevic. "SYSPRO, however, was very accommodating, addressing our concerns and needs on a very timely basis. Even though some of our original intentions may not have been well-communicated, SYSPRO was more than willing to work with us until we arrived at the point where we needed to be."

One of the ERP capabilities that AT&S needed most was product traceability. "Quality, and the perception of quality, are of paramount importance in our industry," says Larry Brandon, AT&S's Sales Manager. "That's why SYSPRO's Lot Traceability component is a key benefit."

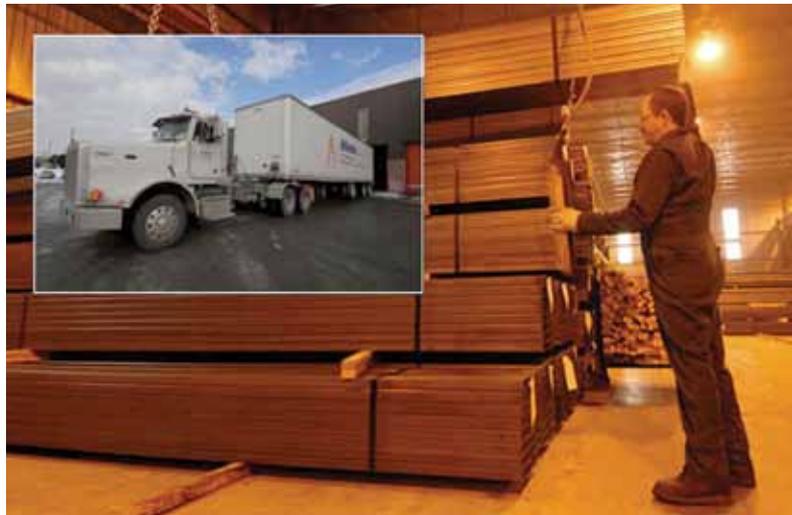
Steel, explains Brandon, can be manufactured in many forms using a myriad components. "Too much or too little of certain components (carbon, for example) will affect the product's malleability. And since many of our customers need



to bend and shape the steel they buy, it must conform precisely to exacting specifications."

If an order of steel does not conform to specifications, and if AT&S receives a customer complaint, the company can now use SYSPRO to quickly identify the relevant production run. "With that information, we can take all the rest of that steel out of stock," says Brandon. "That way we avoid sending the wrong product to other customers, which helps us eliminate, or at least minimize, any negative quality perceptions that might arise in the market."

Lot traceability also allows AT&S to drill down to the source components of any production run. "That saves us a lot of time. It also lets us go back to our suppliers in a timely fashion if their product doesn't meet our specifications."



Implementing SYSPRO has enabled AT&S to fully automate its production floors. "That allows us to look at the shop floor in terms of reducing man-hours," says Bavcevic. "In addition, with SYSPRO we no longer need our manual production reporting process. In the past, while a mill operator was supposed to be watching the seam, or adjusting the heat source, he would sometimes have his back to the mill while he prepared his reports. These days, the whole production process, from input to output, is all recorded and reported by SYSPRO. Not only does that eliminate a ton of paperwork, it provides us with the ability to get information more efficiently, so we can analyze the data on a timely basis."

For Atlantic Tube & Steel, the transition to SYSPRO has been rewarding. "We've joined the 21st century," says Bavcevic. "In terms of IT, we were barely limping along. Now, with SYSPRO, we're up and sprinting." ❖



UCW puts the horse before the carriage with SPM

Union Carriage & Wagon (UCW) provides innovative rail transport solutions to South Africa and selected export markets. Since 1957, 14,000 new locomotives, suburban trains and coaches have been manufactured at its 37-hectare facility situated at Nigel, South Africa. Refurbishing and upgrading of rolling stock is a significant element of UCW's growth strategy.

The business is world-renowned for the design and manufacture of electric locomotives, diesel electric/diesel hydraulic locomotives, inter-city passenger coaches, electric multiple units, railcars and all-purpose freight wagons.

The Nigel facility is purpose designed and built for the manufacture, refurbishment and overhauling of all types of rolling stock. Extensive facilities exist for static and dynamic testing, ensuring maximum reliability of rolling stock, irrespective of rail gauge, climatic conditions and operating requirements.

Putting the carriage before the horse is not something a carriage-building expert like UCW would ever dream of doing. That is why, when the company decided to upgrade its existing SYSPRO solution to the latest version 6.1, a decision was taken to first create a detailed blueprint of the business and its processes using SYSPRO's Systems Process Modeling (SPM) software.

UCW was looking to simplify the way its existing ERP system worked. Historically, the system had included a host of add-on programs which had failed to provide the company with the required outputs, data and clarity needed. Management wanted to consolidate all the functions of these add-ons into a single robust system. Furthermore, the previous system had also been designed with a core focus on manufacturing, and paid very little attention to the other processes in the business, such as finance and basic inventory.



EOH, a SYSPRO value-added reseller (VAR), was contracted in October 2010 to conduct the SPM process and oversee the SYSPRO 6.1 upgrade. Three months later the outcome of the SPM process was presented to management, and the implementation of the newly-modeled ERP solution commenced.

Chris Smit, Business Process Consultant at EOH, explains: "SPM has changed the way we do implementations. Historically, we would use simple flow diagrams to scope a business, but this proved too time-consuming and had limited effectiveness. It was also difficult to translate this into meaningful system requirements. With SPM, however, we are now able to model the business processes to gain a better understanding of the business, identify any gaps within the processes, and decide how best to bridge them with ERP."

The SYSPRO e.net Solutions functionality is used to capture and post the movement of stock from the receiving area to the warehouse. All data is captured through the use of scanners. Similarly, the issuing of materials for a job is captured via scanners through the use of job-specific generated barcodes.



be fully effective. Part of this integration can include defining key performance indicators (KPIs) for various processes within the divisions of the company. From now on, the focus at UCW will be exactly this," says Smit.

Senior management at UCW believe in SPM and its results, to the extent that they are using this as a blueprint for how the business should function in future. This approach has allowed for much greater functionality within the system, such as the processing of cost estimates and quotations – which would previously have been performed manually. Another clear area of immediate value is the time saving on planning. SYSPRO's Material Requirements Planning (MRP) functionality has simplified this process dramatically.

Further benefits include the consolidated financial reporting function – a definite outcome of the SPM process – as well as clarity of vision and the way forward for management. This clear future direction is paved by SPM, as the system needs to mirror the processes to achieve maximum effectiveness, making the business processes part of the core value of the company. ❖

SPM helped UCW to clearly visualize and convey the meaning behind the proposed system, allowing the business and its functions to be seen in greater context. It also allowed for increased definition and accuracy around modeling the system.

"Because the methodology required us to create the business model, it also compelled us to question the current practice at a much deeper level than we had done previously," says Craig Holden, Operations Manager of UCW. "SPM gave us a platform to discuss what was considered good practice outside our own organization. Equally, it forced us to challenge conventional thinking and remain focused on designing a simple business model appropriate for our current environment."

The new system can now be more thoroughly dissected, and roles, responsibilities and required outputs around specific functions can be effectively assigned to relevant people within the organization.

"It is important to remember that the model developed by SPM needs to become part of the business in its day-to-day operations in order to





SYSPRO helps drive profitability for **Automotive Components Manufacturer**

Since 1988, Frontline Australasia has manufactured precision components and assemblies for the automotive and defence industries. The company provides full design and engineering services using the latest CAD design and modelling systems, and its high-tech specialised equipment is shipped to customers locally and internationally.

More recently, the company has begun moving into a third niche with the manufacture and commercialisation of a new seamless titanium pipe technology developed by the Commonwealth Scientific and Industrial Research Organisation (CSIRO). Capable of being manufactured for approximately 25% of the cost of comparable pipes, Frontline's management is confident that the new venture will have strong global potential.

Operating across a total of 15 production lines, all Frontline products are manufactured to Australian or internationally recognised standards and the company has a consistent record of meeting quality and schedule requirements.

Like the proverbial cobbler whose children are left to run barefoot, high-tech organisations caught up in the pursuit of customer demands often fail to consider their own technology needs. This was the situation facing Frontline Chief Executive Officer Kevin Hooper when he realised that his company's nine-year-old ERP system was sadly neglected.

"We had a locally-developed system that covered Bill of Materials, MRP, accounting and payroll, but it wasn't fully integrated," Hooper explains. "It wasn't being updated on a regular basis. It was difficult to operate and too complex. We got to the stage where there was only one person in a com-

pany of 130 people who was prepared to take an interest in it."

Worse, the ERP system and Frontline's accounting software could not communicate, meaning that data had to be manually transferred from one system to the other. This was a major concern because, as Hooper says, "We could never make sense of the data at a financial level".

Frontline used a team of senior IT/manufacturing university students who were tasked with making an exhaustive study of possible replacement systems. His requirements were simple: a manufacturing software system with a global presence and a track record in service and support. In addition, it had to be suitable for Frontline's particular manufacturing environment, requiring no code changes.

"We had no specific functionality requirements other than bill of materials in engineering, control over customer costs and product costs, accounting, an MRP system, payroll and engineering change updates. They were all basic functions with nothing

"Putting in SYSPRO is one of the better things we've done. It has been one of the major changes in the profitability and growth of our company."

- Kevin Hooper, Chief Executive Officer,
Frontline Australasia



complex or unusual. We were after pretty much what most medium-sized manufacturing firms need,” Hooper admits.

The students came back with a shortlist of five options, which was soon whittled down to three. During the ensuing evaluations Hooper discovered that two companies operating in a similar market space to Frontline were both users of one of the shortlisted technologies - SYSPRO.

He sent staff to conduct reference checks, both of which came back positive. It was enough to help sway the decision for SYSPRO.

Once SYSPRO went live, integration of data across the company quickly helped

we found it hard to analyse the profitability of particular products. We used to waste a lot of time going round in circles. Now if there is a problem in any area we see it very quickly.”

Greater accuracy has also been introduced into the company’s overseas activities through new multi-currency capabilities which automate previous manual calculations.

Clyne estimates that productivity among administrative staff has increased by around 20% due to easier user interfaces and a reduction in the time it takes staff to generate and interrogate data. His colleague, Cost Accountant and Frontline IT



to gain management and administrative staff support for the new system. James Clyne, Chief Financial Officer at Frontline, comments: “We used to find that month-end was our biggest issue. We’d still be here at 7 or 8pm getting things done. These days we’re finished at 3pm on the last day of the month.”

Another big advantage has been the improvement in data quality; people trust the numbers and reports coming out of the ERP system. “Margins in manufacturing are very tight,” Clyne adds. “So the ability to accurately report on costing is a vital part of what we have to do. In the past

Co-ordinator Renee Liew, agrees, before suggesting that the shared integrated solution is also generating greater levels of co-operation between individuals and departments.

From Hooper’s perspective, the deployment has marked an important milestone in Frontline’s growth. “Before we had a system that was so complex nobody used it. Putting in SYSPRO is one of the better things we’ve done. It has been one of the major changes in the profitability and growth of our company. There’s no question about that,” he concludes. ❖



SYSPRO delivers immeasurable value to **Toyota Tsusho Steel Centre**

Toyota Tsusho Steel Centre Australia (TTSCA) is an associate company of Toyota Tsusho Japan, established in 2004 to process coil steel and produce interior and exterior automotive body blanks. Using state-of-the-art press machinery sourced from Japan, TTSCA supplies flat 'blanks' to Toyota Australia, which in turn presses these shapes into door, roof, chassis and other car panels.

TTSCA adds value for Toyota Australia by improving raw material yields and supply chain efficiency, maintaining stringent quality control; and adopting Toyota Production System techniques to minimize inventory levels. In addition, by eliminating some of its in-house blank pressing, Toyota Australia has gained additional capacity within its own press shop.

The scale of the manufacturing operations is not only complex, it is a massive undertaking. The blanking line alone required an AU\$15-million investment and involved the set-up of a coil feed line with a series of rollers and levellers, a Komatsu press and purpose-built stacker to accumulate the parts into Kanban packs. About 100 different shapes and pieces are produced with a capacity of 500 pieces a day.

With such a sizable investment, a key challenge is to maintain optimal efficiency at all times. Consequently, a functionally rich and flexible ERP solution was required.

SYSPRO was selected to help TTSCA manage its financial, manufacturing and distribution operations. Chris Fissenden, then Financial Manager for TTSCA, had responsibility for selecting the ERP system. "We started by looking at the hardware and software side; then ranked these. SYSPRO's

real strength was its flexibility in manufacturing and distribution," he said.

Crucially, Toyota Australia operates on a Just-In-Time (JIT) and Kanban system, using it to 'keep working to a steady beat'. Kanban is a Japanese concept where stock is replenished as it is used, so suppliers must react and respond to real production needs rather than predictions and forecasts. Working this way eliminates spikes and troughs and regulates working capital.

Gulsam Dunderdale, Finance Manager for TTSCA, said: "This underpins Toyota's whole philosophy, which is about eliminating waste. It is premised on continuity or pull at the other end – working to a steady beat."

SYSPRO has an e-Kanban capability, so TTSCA will soon operate electronic Kanbans replenished by bar-coding to track product movements. "The need for us to be a flawless supplier in the automotive industry is clearly apparent. There are 118 parts that need to be supplied. We mirror Toyota Australia's production cycle so the assembly line cannot stop," Dunderdale said. ROI was not officially measured; however, Dunderdale said: "The SYSPRO implementation would have paid for itself within 18 months."

SYSPRO's Lot Traceability module is an important factor in the success of the implementation because the auto industry demands high levels of quality assurance and ISO requirements. If there is ever a need to recall product, it is important to be able to trace panels back and identify where the steel has come from – which SYSPRO handles easily.

TTSCA's focus for success relies heavily on achieving superior inventory tracking. Dunderdale commented: "SYSPRO has great lot and pack traceability which is essential for us to plan our business and achieve optimum production scheduling. If we don't have a clear understanding of exactly what we have, it means we're losing money because we're over-ordering or ordering the wrong thing."

The stock take area of SYSPRO is also working extremely well. Dunderdale continued: "Stock take is very good in SYSPRO – I haven't seen it working this well in any other



program. It's a big issue for us because we stock take every month. We're not losing anything from our adjustments because we can view every detail. We have different coil tonnages which provide maximum efficiency for different jobs. SYSPRO helps us identify the most efficient tonnage and as a result has improved our profitability and efficiency."

Another major benefit of SYSPRO is that it provides a complete package so there is no need to source additional functionality like EDI or bar-coding from third parties. As well, the proven .Net platform is important because it enables the system to be kept open for communicating with both Toyota Australia and its steel mill suppliers.

Dunderdale said: "SYSPRO allows us to minimize the customization needed to communicate with other interfaces – such as with Toyota Australia or our bank.

"We have ownership of supplying the blanks to Toyota Australia. We can lead the

connectivity without the angst of linking with other interfaces. Furthermore, SYSPRO provides the ability for us to report back to our parent company using different charts of accounts."

Toyota is renowned for quality and, with the operational success experienced by TTSCA, there may be expansion to supply other car manufacturers in the longer term with an additional line to provide extra capacity. Dunderdale said: "With the new line, we won't have to reinvent the wheel. We know the system and how it works, so it will be very inexpensive for us. The value of SYSPRO to our organization is immeasurable and it will easily extend to another line when we expand.

"We would also like to showcase TTSCA in Australia and the SYSPRO system to other Toyota companies. What we're doing in Australia is unique in terms of processing capability and automation of processes." ❖





Felling trailers ahead of the pack with SYSPRO

Over the past 30 years, Felling Trailers has grown from a small welding shop to a leading national manufacturer of industrial trailers. At its 120,000 sq. ft. production facility in Sauk Centre, Minnesota, Felling produces 17 different series of open trailers, including motorcycle trailers, industrial trailers, heavy duty industrial trailers and dump trailers. While Felling occasionally sells directly to customers, the company relies on a national network of dealers and dealer representatives to generate orders.

According to Jack Ellingson, Felling Plant Manager, the company competes on quality. "Felling trailers are robust and built to last," he says. "Our trailers have a long life, as they are built with the highest quality materials, components and excellent paint quality, accomplished with a state-of-the-art paint system."

The company encourages its national dealer network to anticipate sales and place orders during the slower winter season, which extends from October to January. To even the sales cycle, Felling will also consign trailers across the nation and into Canada.



Felling builds standard configuration (base model) units to stock, anticipating seasonality, particularly heavy spring orders. The trailers, each of which takes from five to 200 hours to build, are stored on site awaiting delivery as well as at several dealer locations across the country. Felling fills an average of 250 orders a month, each order usually consisting of a single trailer, but occasionally a multitude of trailers. Felling's customers are typically contractors, trucking companies or large road construction companies. Recently, however, the company is seeing more semi-trailer orders.

The company has been a SYSPRO user since 2001, when the solution was purchased from SYSPRO reseller RT Enterprises to replace an outdated system. According to Ellingson, "Two of the owner's computer-savvy sons chose SYSPRO. I'm certain they researched all their options and found SYSPRO to be the best solution." The SYSPRO software, with 11 full-time users and five occasional users, runs on several Dell servers.

Ellingson credits SYSPRO with bringing new levels of efficiency to Felling. He especially likes the SYSPRO Product Configurator, which he believes gives Felling a competitive advantage through





customer customization and rapid order processing. While Felling builds base units to stock, there are many different options for each model in its price book. The options are embedded in the SYSPRO Configurator, so when an order is placed, the standard model is first selected, followed by a step-through configuration process where the options are selected, such as axle type, width, length, tool boxes, LED lights and special paint color. These are added to the Bill of Materials as the unit is configured.

The Configurator is rules-based and will only allow the selection of compatible options.

“The Configurator takes you down a path, ‘if this...then these are your objects...’” says Ellingson. “The fact that you’re able to create a quote and take an order, precisely noting what the customer is asking for, is a distinct advantage. The Configurator automatically creates the job, issues a Bill of Materials and routing. You have everything there. Can you imagine the inefficiency of using a spreadsheet, as we used to do, or taking the order and doing the paper work in longhand?”

The Felling factory uses Kanban, a JIT sys-

tem which covers a cycle of replenishment for component parts and materials. Ellingson establishes short-term forecasts based on average usage. He adds some buffer, making the pull quantity roughly one-and-a-half times the replenishment cycle while taking into account material yield and long set-ups, replenishing approximately 50 different part numbers each week.

To further Lean manufacturing at Felling, Ellingson is currently reviewing SYSPRO Advanced Trial Kitting and Multi-Level Trial Kitting. The Advanced Trial Kitting program is like a mini-MRP, providing an alternative to running the MRP Requirements Calculation and related MRP reports to determine the jobs and purchasing requirements needed to build a parent part or parts.

BOM Multi-level Trial Kitting provides an alternative to running the Master Production Schedule program. The program processes multiple levels of the BOM structure to determine which items need to be manufactured or purchased to complete the build, taking into account the stock on hand. The net requirement is calculated and compared to the quantities on hand to determine shortages. ❖





Moriden America maximizes SYSPRO to drive inventory, quality



Moriden America, headquartered in Indianapolis, Indiana, designs, develops and manufactures products for the automotive, transportation and furniture industries. A subsidiary of Japan's Moriden Company, Moriden America's three main product lines consist of seating materials, interior trim and cargo systems.

The seating materials line encompasses fabrics, leathers and vinyl. The interior trim products are co-ordinated with the various seating materials and include carpeting, seatbacks, consoles and a variety of decorative and practical injection molded knobs and attachments. The cargo systems line consists mainly of load floors, which are constructed using a proprietary sandwich construction. The latter is exemplary of Moriden America's ongoing development of new composites which are thin, lightweight and durable and which reduce weight and save space in the cargo area.

Karen Poch, Controller for Moriden America, says the company's products are differentiated from the competition by quality, price, and on-time delivery. Moriden's concentration on quality is, in fact, evidenced by the company's ISO 9001 certification.

Moriden America has a roster of about 23 regular customers which place approximately 2000 orders a month. The company does all its manufacturing in its Indianapolis plant. Moriden America's two principal automotive customers are the US manufacturing units of Subaru and Toyota.

"As a tier-one automotive supplier, we must first build a relationship with the respective automotive headquarters in Japan, demonstrating that Moriden America can deliver the required design, quality, service and price," Poch explains. "We present our products and subsequently develop a similar relationship with the US units, after which we are able to bid on the different products required in the automotive manufacturing process."

In 2003, Moriden America saw the need for a fully integrated lot/serial tracking solution as well as an integrated RF/Data capture solution, both of which would integrate with a new Enterprise Resource Planning software solution. After an extensive search, Moriden purchased SYSPRO software from nFocus Technologies, a local SYSPRO reseller based in Indianapolis.

Moriden liked the fact that nFocus was also an A+ Motorola/Symbol VAR as well as a Microsoft Certified Mobile Solution vendor and could supply a totally integrated solution. Not only would the solution capture all information including serial and lot tracking from receipt to production to completion, but also integrate the data in real time to all appropriate SYSPRO modules.

While Poch attributes numerous efficiencies to the installed SYSPRO software, she particularly lauds numerous SYSPRO functionalities as particularly utilitarian and adding greatly to overall operational efficiency. SYSPRO Return Merchandise Authorization is one. By allowing Moriden to track materials returned to suppliers, it adds another layer of control.



"It ensures that we are getting the correct amount of credit from the supplier by debiting the respective vendors in accounts payable," Poch says.

Another SYSPRO functionality Poch particularly appreciates is SYSPRO Lot Traceability. She explains that tracing lots by serial numbers proved to be too time consuming for Moriden. With SYSPRO Lot Traceability, the company has eliminated the use of the numbers, greatly reducing a lot of work that had to be done.



"For example, we have fabrics in our factory. If we see there's a problem with a certain lot number, we go back and check the remaining materials within that lot to see if there are any other problems that we did not catch at first. We then have the option of returning the entire lot to the original supplier and getting a refund. It's an important way SYSPRO enables us to uphold our high standards of quality," she says.

Moriden America builds to stock based on the forecasts of its customers. For example, Subaru will indicate, via documents forwarded to Moriden via EDI, how many car models the factory will build in the next 8 to 12-week period, enabling Moriden to use SYSPRO MRP to stock the required raw inventories and prepare factory schedules to build the needed assemblies.

"Subaru will tell us how many car models they are going to build based on their forecasts, and then we know, for example, how many car seats to produce to accommodate that forecast. By building to the forecasts of our customers, we're providing a service. It enables our customers to accommodate JIT and Lean by carrying less inventory in their respective factories," Poch says.

While the use of SYSPRO software has produced overall efficiencies, Poch is able to quantify these through a reduced headcount in the front office. "Because of the added efficiencies, we're able to do more with less. We're receiving better information and on top of everything, it's enabled us to reduce our labor in the office by three individuals," she points out.

Poch cites SYSPRO Goods Received Notes (GRN) as shaving one day per month off month-end closing. "We have to know the dollar value of all our open receivers every month before we can balance and close. Typically, we have the goods, but the invoices have yet to come in. Now, we just run a report, and it gives us a list of all open GRNs for which we have yet to receive invoices. Prior to SYSPRO, it used to take one person all day to balance goods and invoices."

Marcia Piatt, Moriden America Materials Manager, lauds the way a bar coding solution tied into SYSPRO using SYSPRO e.net Solutions adjusts inventory figures in real time at each stage of the manufacturing process.

According to Piatt, jobs are created in SYSPRO and then printed out. Each job number and component is then bar coded. Every material handler has a scanner, and each time material is called to the line for a job, the material handlers scan that component, issuing it to the job and relieving it from inventory in real time. When the jobs are completed, the job numbers are scanned, and the completed assemblies go into finished goods inventory.

Moriden runs SYSPRO on Microsoft Windows NT. Currently, there are 12 full-time system users. What's in the future for Moriden America? Poch says she is looking forward to implementing SYSPRO CRM in the very near future to build even closer ties with both customers and suppliers. ❖





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