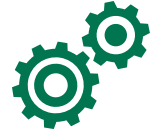


CUSTOMER OF THE WEEK

Superior Metal Products, Inc.



Founded in 1966, Superior Metal Products is a full-service metal fabricator offering a broad selection of tooled and fabricated metal products for customers in the lawn and garden, HVAC, electrical, lubrication parts, and other industries. Located in Greeneville, Tennessee, the company also designs, builds and maintains the tooling necessary to fabricate many of its parts.



Our laser centers cut up to 1/2" thick steel and 3/16th" thick stainless steel. Shuttle tables accommodate steel sheets up to 60" x 120."



MIG, TIG, resistance, spot and robotic welders provide fully fabricated assemblies.

Superior Metal Products also offers precision metal forming services, including metal stamping, sheet metal fabrication, laser cutting, welding, and tool and die. The company's management system conforms to ISO 9001:2008 standards, and is certified by UL-DQS Inc.



Bin to bin transfers in the warehouse using Global Shop Mobile Scanners & Printers are barcoded labels save time and reduce potential for errors.

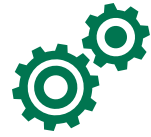
For years, Superior Metal Products ran the business with an ERP system with limited production management capabilities. As the company continued to grow, management recognized the need for better visibility of data and more robust shop floor controls. Their choice for an upgraded ERP system? Global Shop Solutions.

"Our previous ERP system had almost no visibility of data, no forecasting capabilities, and the scheduling was weak," recalls the company's controller, Bethany DiMaggio. "We chose Global Shop Solutions for its production management, forecasting and customization capabilities. We also wanted better inventory control, and the software gave it to us."

Tracking WIP

The first big "win" for Superior Metal Products came in a vastly improved ability to track work in progress. Previously, work orders were written by hand, which meant they sometimes got lost or misplaced. It also made it difficult to track customer requirements for each job and the materials needed to meet those requirements.

Poor data visibility in the old system caused other problems as well – especially on jobs involving multi-level parts and jobs that were only run once a year. When problems arose, management had no way of identifying or resolving them until after the fact. This affected everything from job costing to on-time delivery rates.



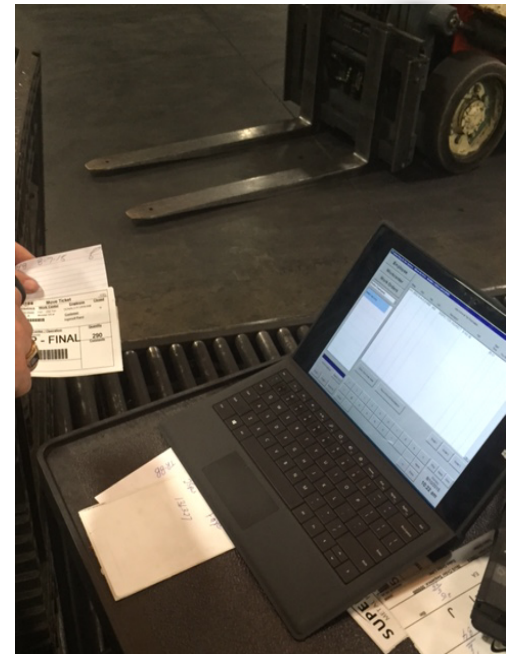
“It’s hard to track a job in progress if you can’t find the work order,” says DiMaggio. “Now that we enter the work orders directly into Global Shop Solutions, we can tell at any point in time where a job is on the shop floor, where it’s going next, and when it’s due. More important, we can now see problems as they occur and react to them in real time.”

Going Mobile with Global Shop Solutions

Recently, Superior Metal Products began using GS Mobile to streamline materials movement throughout the shop. According to Manufacturing Engineer Andrew Bowman, the ability to process material transactions from anywhere in the plant saves labor time while improving accuracy and traceability of parts.

Instead of handwriting move tickets, operators now use GS Mobile to print out a label and attach it to the parts. Using a tablet device mounted on his forklift, the material handler scans the label into the device, prints the move ticket, and takes the parts to the next operation or staging area.

“With GS Mobile, operators can clock into a job and stay at their stations while our material handler handles the staging and movement of materials,” says Bowman. “It’s faster, more efficient and more accurate. With the mobile scanners and tablets, we can scan and print labels anywhere in the plant.”



Global Shop Mobile Tablet at Final Inspection allows our inspectors to be more efficient.



GUI Terminal with Move Ticket Scanner and Printer

Sales Up, Inventory Down

Over the last 10 years, Superior Metal Products’ sales have increased 40%, yet inventory has decreased 35%. DiMaggio attributes the reduction in inventory entirely to Global Shop Solutions.

“Our ability to decrease inventory even as we grow the business runs across many modules,” says DiMaggio. “From inventory and purchasing to shop floor control, all the modules work together to give us more accurate inventory. With Global Shop Solutions, we can minimize finished goods inventory and still have superior on-time delivery performance.”

Just-in-time delivery? Not a problem with Global Shop Solutions.

“We deliver to most of our customers just-in-time,” adds DiMaggio. “That means we have to build just-in-time, and Global Shop Solutions allows us to do that. We can also offer more competitive quoting because we have the historical data that justifies tightening up our rates.”

It Takes A Village

Like many Global Shop Solutions users, DiMaggio loves the ability to see everything that’s happening on the shop floor from one screen – Supply & Demand screen. She also sees the Advanced Planning and Scheduling (APS) module as a key factor in the company’s ability to adapt to changing shop floor conditions.

With APS, planners can see capacity on equipment that is coming up and react to it beforehand, thereby reducing labor overtime. When they see a piece of equipment or workcenter is pegged out, they can build another hour into the day or move the operation to another compatible press that still has capacity.



“In the past, we always found ourselves in the midst of the storm before we knew it,” says DiMaggio. “APS allows us to anticipate and react to situations before they happen. We can actually see bottlenecks coming and take action ahead of time.”

“We’re more accurate and competitive with our quotes because we know our true costs. And we do a better job of meeting customer requirements when they want them. We couldn’t do any of these things without efficient scheduling, good shop floor processes and tight inventory management. Global Shop Solutions is like a village – all the modules working together get us to where we need to be.”