



# Eagle Update

Eagle Consulting & Development • 135 Kinnelon Road • Suite 204 • Kinnelon, NJ 07405 • USA • 1-973-838-5006

Eagle Consulting & Development specializes in online, real-time automated data collection solutions. Eagle provides a full range of services, including project management, implementation, systems integration, application design and programming, software requirements definition, conversion and migration. Eagle's partnership with QAD and Progress Software ensures an integrated approach and a seamless result.

## Is Lean Manufacturing in Your Future? RF Express™ for MFG/PRO® Can Help

**M**anufacturers have always been on the lookout for tools and techniques to improve productivity, from Henry Ford's assembly line to TQM, JIT and Manufacturing Intelligence to Six Sigma and "Lean Manufacturing." Entire industries have sprung up implementing one or more of these approaches, to the extent that you can become a black belt in Six Sigma or be certified in Lean Manufacturing. In fact, some organizations have literally reinvented themselves through effective use of one or more of these concepts.

Lean Manufacturing has gotten a good deal of attention recently as organizations struggle to tighten their belts in a contracting economy. The concept itself is not entirely new but is

viewed by many as an outgrowth of the work of Mr. Taiichi Ohno, former executive vice president, Toyota Motor Company.

One way to describe Lean Manufacturing is that it is a "zero waste game" that attempts to remove waste not only from production but from all structural and management practices. That would include an organization's people, technology, physical plant, distribution network, inventory – and supply chain.

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As you read this issue of the **Eagle Update**, we hope you'll be on the lookout for the many ways in which Eagle has put these principles to work. For example, check out what's happening at Eaton Sterer (page 3) and Lear Corporation (page 4).

For more information about Lean Manufacturing,

be sure to read QAD's white paper on this subject:

[http://www.qad.com/company/publications/white\\_papers/lean\\_supply\\_chain.pdf](http://www.qad.com/company/publications/white_papers/lean_supply_chain.pdf)

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## RF Express for MFG/PRO Showcased at QAD Solution Centers

Visit any QAD Solution Center to see the RF Express for MFG/PRO solution in action. There are four QAD Solution Center locations in the US and one in the Netherlands. US locations are Santa Barbara, CA; Chicago, IL; Grand Rapids, MI; and Mount Laurel, NJ.

To learn more about the Eagle solution:

### AMERICAS

**Eagle Consulting**  
1-973-838-5006

### ASIA/PACIFIC

**Eagle Asia/Pacific**  
+64(0)9-528-3462

**Datanet (SA) Pty Ltd** (South Australia)  
+61(08)8410-6088

### EUROPE

**Eagle Europe Ltd.**  
+44(0)-1451-812266

**NORDIC REGION** (Including  
Denmark, Finland, Norway and Sweden)  
**Minerva Holding A/S**  
+45-70-25-44-00

### SOUTH AMERICA

**Power Systems**  
+55-11-3746-6777

**Eagle web site:**  
[www.eaglecondev.com](http://www.eaglecondev.com)

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# PROJECT UPDATE

## Eagle Successfully Completes Honda EDI Software Testing

In conjunction with QAD Inc., Eagle once again has successfully completed Honda North America's Purchasing EDI/Bar Code Software testing. The approval means that Eagle has demonstrated that RF Express for MFG/PRO is capable of meeting Honda's EDI and bar code label implementation requirements. The approval, which includes Honda's Star, Delta and GPCS systems, underscores Eagle's seamless integration with QAD's EDI ECommerce solution.

"This important re-approval highlights Eagle's success in meeting the needs of automotive customers in North America," said Bill Paone, Eagle's executive vice president of sales and marketing. "We can continue to provide Eagle/QAD customers, who are Honda suppliers, with the continuity required to maintain their supplier status with Honda."

RF Express for MFG/PRO enables tier one automotive component manufacturers to satisfy containerized finished goods shipping requirements. In addition, the interface to QAD's EDI ECommerce systems (used by Honda suppliers to retrieve data in real-time from inbound EDI data files and the QAD MFG/PRO® database) ensures that shipping labels are printed with accurate customer-specified information. Additionally, RF Express for MFG/PRO ensures that the automotive component supplier is always ready to provide production and inventory reporting.

### Devices Supported by Eagle Consulting

- RF handheld networks (TCP/Serial)
  - IEEE 802.11B Direct Sequence
  - Spread spectrum (2.4 GHz)
  - Spread spectrum (900 MHz)
  - Narrow band
- Fixed shopfloor stations with wands and laser scanners
- RF ID tags
- Fixed RF printers
- Portable RF printers
- Scales
- Industrial ink jet sprayers
- Thermal transfer printers

### And the Tools of e-Business

- Handheld computing devices (PDA)
- Mobile phone
- Laptop

## LISTENING TO OUR CUSTOMERS

**T**hrough careful review and analysis of current contracts and projects, Eagle continues to learn about customer requirements. Here is how two of our customers are using the RF Express for MFG/PRO solution to satisfy their needs.

**Eaton Sterer**, [www.eaton.com](http://www.eaton.com), located in Glendale, CA, is a manufacturer of hydraulic, pneumatic and electronic controls for the aerospace industry. Eaton Sterer has successfully implemented RF Express for MFG/PRO RF Inventory Management and RF Work Order Management transactions. The Eaton Sterer site implementation was part of a global Eaton Corporation RF Express for MFG/PRO rollout. RF Express for MFG/PRO is currently used at Eaton facilities in North America, Europe and Africa.

Streamlined RF transactions were a key element in the Eaton Sterer QAD MFG/PRO implementation. Aerospace industry standards require lot or serial control for most raw material, component, and finished goods inventory. Efficiently tracking thousands of lot and serial controlled items can be a daunting task for any organization, and Eaton Sterer was no exception. The company quickly realized that simple RF transactions like RF Purchase Order Receipt, RF Transfer, RF Work Order Issue and RF Work Order Receipt were critical to their success. Each of these transactions was configured to reduce the required user input to a bare minimum while maintaining full data validation. Eaton Sterer can easily process the required transaction load in real time through their mobile terminal RF network using RF Express for MFG/PRO.

**MiTek® Industries**, [www.mii.com](http://www.mii.com), a subsidiary of Berkshire Hathaway, manufactures truss plates, hangers, and other structural hardware for the building components industry. MiTek has deployed the RF Express for MFG/PRO Inventory Management, Work Order Management, Advanced Repetitive and Warehouse Management software modules at its Tee-Lok Corp. production facilities in Edenton, NC.

RF Express for MFG/PRO has simplified steel receipt by allowing the scanning of item, lot, and quantity data from the coil tag provided by the vendor. As the steel is slit to smaller widths and lengths, the RF Express for MFG/PRO backflush transaction reports the production and automatically assigns a pallet reference number. The pallet number allows a single license-plate scan to move the steel to a work center location. In addition, MiTek enjoys simplified inventory cycle counting with this license plate. Eagle's standard backflush component FIFO (first-in/first-out) logic allows for lot component relief without all of the extra prompts required by a modified backflush. The backflush looks to the work center location for component lots in FIFO order. The parent item lot control with pallet number and component lot control assists with traceability from finished goods back to raw material components. With the parent item license plate, pallets of finished goods are attached to a sales order with a single scan. The single scan validates proper item selection for the sales order. MiTek also uses the RF Express for MFG/PRO Distribution Order Ship transaction to streamline the movement of product between sites.



## AUTOMOTIVE UPDATE

**Engineered Machined Products (EMP)**, [www.emp-corp.com](http://www.emp-corp.com), with locations in Escanaba, MI; Indianapolis, IN; and Greenfield, IN, is an automotive component manufacturer. EMP implemented the RF Express for MFG/PRO RF Inventory Management, RF Advanced Repetitive and RF Enhanced Shipping modules. The highly efficient RF kanban backflush transaction and the license plate inventory tracking functionality are critical elements of the data collection project.

EMP uses functionality in the RF Purchase Order Receipt module to generate a unique license plate number for each piece of inventory received. The license plate number, stored in the QAD MFG/PRO database, can be used in RF Express for MFG/PRO transactions to retrieve the MFG/PRO inventory record with a single entry. Rather than entering item number, quantity, lot number, location, etc., the user merely scans the license plate number. For example, users can efficiently move components to the work center by merely entering the license plate number and work center location.

Additionally, the license plate number provides key lot-tracing functionality. EMP employs the FIFO logic in the RF Express for MFG/PRO backflush and kanban backflush transactions. This functionality automatically consumes all

lot-controlled and non-lot-controlled components in FIFO sequence based on transfer times to the work center by performing the equivalent of a modified backflush without any additional prompting. Consequently, EMP seamlessly achieves tight component-to-finished-goods lot tracking with minimal user impact.

**At Lear Corporation, “When the final backflush is performed, the WIP lot functionality provides tracking capability throughout the manufacturing process.”**

**Lear Corporation**, [www.lear.com](http://www.lear.com), in Cd. Juarez, Mexico/El Paso, TX, is the world’s leading automotive interior supplier. Lear has used RF Express for MFG/PRO at many of its North American manufacturing facilities since the mid-1990s. In conjunction with a QAD

MFG/PRO upgrade, Lear has deployed the Eagle Advanced Repetitive Backflush module. In order to satisfy traceability requirements, Lear is using the QAD WIP lot trace functionality. RF Express for MFG/PRO provides that capability within the streamlined Eagle transactions. When an operator scans a container tracking label, the specific WIP lot is moved through an operation. When the final backflush is performed, the WIP lot functionality provides tracking capability throughout the manufacturing process.

**Rightway Fasteners**, [www.rfiusa.com](http://www.rfiusa.com), a Columbus, IN-based fastener manufacturer for the automotive industry, recently implemented RF Express for MFG/PRO. The initial project scope included the RF Inventory Management and RF Enhanced Shipping modules. Project goals were to streamline inventory tracking and meet automotive industry compliance requirements for finished goods label printing and shipping.

Rightway Fasteners must meet demanding customer finished goods label and shipping requirements. AIAG (Automotive Industry Action Group)-compliant finished goods label formats printed through RF Express for MFG/PRO pull data in real time from the QAD MFG/PRO database for all label data elements.

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## FOOD AND BEVERAGE UPDATE

**Specialty Products**, [www.gortons.com](http://www.gortons.com), is a division of Gorton's, the famous frozen seafood producer. Gorton's has been using RF Express for MFG/PRO at its Gloucester, MA, facilities for years. Now, Gorton's has deployed RF Express for MFG/PRO at its Specialty Products division in Cleveland, OH. Specialty Products manufactures batter and other mixes. At the Cleveland facilities, Gorton's performs a production reporting transaction with component relief while creating an RF Express for MFG/PRO license plate for each pallet. The license plate number allows for single-scan shipping under either sales orders or distribution orders. In addition, all of the attributes associated with the pallet, including item, quantity and lot number, are maintained with QAD MFG/PRO for pack list printing.

## PARTNER UPDATE

### Eagle/Minerva Team Provides Successful Customer Implementations

Minerva Industrial Systems now has in excess of 140 customers using QAD MFG/PRO, and many of them have already implemented RF Express for MFG/PRO. The following Minerva customers have recently successfully implemented this automated data collection application:

**Radford Retail Systems**, [www.radford.co.uk](http://www.radford.co.uk), a retail equipment supplier based in Newcastle-Upon-Tyne, went live in September. The addition of RF Express for MFG/PRO will enhance their visibility of pallet shipment and speed up data collection.

**Seal Graphics Europe BV**, [www.sealbrands.com](http://www.sealbrands.com), manufacturer of image finishing solutions in the Netherlands, went live on RF Express for MFG/PRO in December.

## TOP TEN DIFFERENTIATORS

1. **Proven success**
2. **Consistent ability to execute**
3. **Industry experience**
4. **Integration with QAD MFG/PRO**
5. **Scalability**
6. **Functional breadth**
7. **Single source accountability**
8. **Viability**
9. **Worldwide presence**
10. **Availability of support**

## Eagle Worldwide Hardware and Technology Partners

- **CGI**
- **Hewlett-Packard**
- **Intermec Technologies Corporation**
- **PICS**
- **Progress Software Corporation**
- **RCM Technologies**
- **Zebra Technologies**



# INTERNATIONAL UPDATE

**Here are the latest companies to deploy RF Express for MFG/PRO through Eagle Europe.**

## **Federal-Mogul Camshafts**

[www.federal-mogul.com](http://www.federal-mogul.com)

*Federal-Mogul is a global supplier of automotive components and subsystems serving the world's original equipment manufacturers and the aftermarket.*

Federal-Mogul's camshaft division, based in the UK, has selected RF Express for MFG/PRO to provide easier and quicker data entry with automated data collection into QAD MFG/PRO. Federal-Mogul, a tier one supplier, will use RF Express for MFG/PRO to provide product identification with customer-specific labeling. The division has purchased the Advanced Repetitive, Enhanced Shipping and Inventory Management modules. The company will use RF Express for MFG/PRO to perform backflush with containerization and load truck transactions to streamline their current business processes.

## **Saint-Gobain Performance Plastics**

[www.plastics.saint-gobain.com](http://www.plastics.saint-gobain.com)

*World's largest processor of high performance polymer products, including fluoropolymers, silicones, and high-temperature thermoplastics.*

Following the implementation of RF Express for MFG/PRO in North America, Saint-Gobain has signed an agreement with Eagle to roll out RF Express for MFG/PRO to their European sites. Projects have already begun in Kontich, Belgium, and Köln, Germany.

## **TI Automotive**

[www.tiautomotive.com](http://www.tiautomotive.com)

*World's leading supplier of fluid storage, transfer and delivery systems, including brake, fuel and air conditioning applications.*

The company's plant in Deeside, UK, has selected RF Express for MFG/PRO as part of their QAD MFG/PRO upgrade to MFG/PRO eB2. The plant's business is currently expanding rapidly. The ability of RF Express for MFG/PRO to help streamline the Advanced Repetitive Backflush and Container/Shipper management area of eB2 will allow them to increase capacity while maintaining low overhead levels. RF Express for MFG/PRO will also be used for raw materials, including Purchase Order Receipts, Transfer and component assembly using the RF Express for MFG/PRO pallet functionality.

**The *Eagle Update* previously reported that Cooper Lighting and Security selected RF Express for MFG/PRO for their data collection solutions. Here is an update on their progress.**

## **Cooper Lighting and Security,**

[www.cooper-ls.com](http://www.cooper-ls.com), is a world class manufacturer of mains lighting, emergency lighting, fire systems and lamps. Cooper, based in Doncaster, UK, selected the RF Express for MFG/PRO Inventory and Work Order Management modules for its four sites in England.

Having successfully implemented RF Express for MFG/PRO, Jim Dyson, manufacturing manager, summarized the project, "The project scope was to control finished goods from production through to customer, specifically work order receipt and backflush, location-to-location transfer, order assembly and picking, purchase

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## INTERNATIONAL UPDATE

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order receipt and general stock control.”

Dyson continued, “First, we required a company who could integrate rather than just provide. We also required carrying out transactions in real time using a system compatible to our own. Having considered many options, we chose Eagle as our integrator. Our main reason for this choice was that Eagle offered the best fit to our requirements.

“Eagle worked very closely with us in terms of preparing the ground, and I can only describe the implementation as seamless and painless. Within hours we were using the system, and within two days our training was complete and the system was running. We went live in May 2002, and we have never had to call Eagle back for any reason whatsoever. We intend to extend the project into production during 2003, and I have every confidence in the support and service Eagle provides.”

*(Automotive continued from page 4)*

EDI pass-through data elements from Toyota and NUMMI\* are retrieved in real time directly and seamlessly from QAD’s EDI ECommerce Turn-around Tables. System-generated label container identifiers (AIAG serial numbers) are scanned during shipping to verify container contents against the QAD MFG/PRO pick list. If all validations are satisfied, the container data is linked to the shipper. When the user receives the “Shipper Picked Complete” message, the shipper is ready for the QAD MFG/PRO Confirm and ASN Export.

The Rightway Fasteners implementation was performed with 100% standard RF Express for MFG/PRO functionality. Rightway Fasteners’ requirements were fully accommodated by manipulating Eagle’s table of configurable switches – called “rfvalues.” This table features in excess of 1,500 configuration switches. Site-specific modifications to the table can be loaded, tested and implemented in a matter of minutes.

The first two modules proved so easy to install that Rightway quickly decided to add the RF Advanced Repetitive module to the implementation. RF Advanced Repetitive is used to report real-time production, setup labor, run labor, and downtime across the entire facility. Simple, fully validated transactions were a key element to moving these functions from the front office out to the shop floor.

**Visteon Corporation**, [www.visteon.com](http://www.visteon.com), is a leading worldwide supplier of integrated automotive components and systems. Visteon has deployed RF Express for MFG/PRO at many facilities around the world. The three Visteon Argentina facilities (two in Buenos Aires and one in Tierra del Fuego) have deployed the RF Express for MFG/PRO Inventory Management, Advanced Repetitive and Enhanced Shipping software modules. RF Express for MFG/PRO provides streamlined production reporting with real-time container label generation at the end of the production line. The container labels can be used to ship finished goods to a customer using the RF Express for MFG/PRO Enhanced Shipping Load Truck transaction. The Load Truck transaction allows quick attachment of the containers to a QAD MFG/PRO shipper. If the items produced are components for another Visteon Argentina facility, they can be moved using the Container Move transaction. The Container Move transaction transfers the items in the container and updates the abs\_mstr with the new site and location.

\* *The only automotive plant on the West Coast, the New United Motor Manufacturing Inc. (NUMMI) plant builds cars for General Motors and cars and trucks for Toyota.*



## NEW CONTRACT AWARDS

### Allied Telesyn

[www.allied-telesyn.com](http://www.allied-telesyn.com)

*Developer and manufacturer of high-quality Ethernet solutions and IP-based network products.*

Allied Telesyn's San Jose, CA, facility distributes network communications electronic equipment. All devices shipped by Allied Telesyn have serial numbers, and the company must track, by customer, all serial numbers shipped. Allied Telesyn will use RF Express for MFG/PRO to (1) maintain accurate finished goods inventory balances and (2) capture the serial number of each device shipped to every customer. This customer serial number tracking is essential to Allied Telesyn's ability to maintain and control warranty service and repair history records.

### Garland Group

[www.garland-group.com](http://www.garland-group.com)

*Designer, manufacturer and distributor of a full line of cooking ranges, griddles and engineered product solutions for the commercial food preparation industry.*

Garland Group, a division of Enodis Corporation, will rollout RF Express for MFG/PRO at North American production and distribution facilities in Mississauga, Ontario, and Freeland, PA. The two sites will deploy the RF Express for MFG/PRO Inventory Management and Work Order Management modules.

### Hair Systems, Inc.

[www.hairsystemsinc.com](http://www.hairsystemsinc.com)

*Leader in the customized development, manufacturing and packaging of quality hair care products.*

Hair Systems, Inc., is located in Englishtown, NJ. Lot control of their raw material ingredients and finished goods products is most important to Hair Systems. The company will use RF Express for MFG/PRO to perform purchase order receipt transactions. Simultaneously, the PO receipt

transaction will print bar-coded material labels and the QAD MFG/PRO receiver receipt paper document.

### Lexington Connector Seals

*Manufacturer of rubber components for the automotive industry.*

Lexington Connector Seals will deploy the RF Express for MFG/PRO Work Order Management and Enhanced Shipping modules at its Vienna, OH, facility.

### Lexington Medical

*Manufacturer of rubber components for the medical and health care industries.*

Lexington Medical will implement the RF Express for MFG/PRO Enhanced Shipping module at its Rock Hill, SC, facility.

### Oberto Sausage

[www.oberto.com](http://www.oberto.com)

*Manufacturer of high-quality meat snack products, including the popular Oh,Boy! Oberto! Natural Style Jerky.*

Oberto will implement the RF Express for MFG/PRO Inventory Management and Warehouse Management modules at its Kent, WA, manufacturing and distribution facilities.

## Eagle Marketing Assistance Partners

These organizations provide sales and support to RF Express for MFG/PRO users.

CGI	Ph: 1-416-862-0430	<a href="http://www.cgi.com">www.cgi.com</a>
Minerva Industrial Systems (UK)	Ph: +44-1242-211211	<a href="http://www.minervapl.com">www.minervapl.com</a>
MPS Associates	Ph: 1-856-371-8307	<a href="http://www.MPSassociates.com">www.MPSassociates.com</a>
PacifiQ Systems	Ph: 1-949-442-2454	<a href="http://www.pacifiqsystems.com">www.pacifiqsystems.com</a>
PICS*	Ph: 1-609-702-3900	<a href="http://www.pics.com">www.pics.com</a>
QAD South Africa	Ph: +27-11-807-6660	<a href="http://www.qad.com">www.qad.com</a>
QBC Systems	Ph: 1-716-691-5201	<a href="http://www.qbc.com">www.qbc.com</a>
RCM Technologies	Ph: 1-248-426-1200, ext.200	<a href="http://www.rcmt.com">www.rcmt.com</a>
SIG	Ph: 1-800-433-7174	<a href="http://www.strategic.com">www.strategic.com</a>

\*In addition to sales and support, PICS also provides implementation services for RF Express for MFG/PRO.