



# 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.

## GHSP Finds Quick Online Inventory Accuracy with RF Express™ for MFG/PRO®

**A** 75-year history and 60 percent market share is no accident for GHSP, [www.ghsp.com](http://www.ghsp.com), of Grand Haven, MI. A Tier One manufacturer of floor-mounted gearshifts for major automotive manufacturers such as Toyota, Ford, GM, Honda, Audi and Mazda, as well as chair controls for the furniture industry, GHSP has bridged technology and distance with RF Express™ for MFG/PRO®, a solution integrated with QAD MFG/PRO® and Supply Visualization™ that offers real-time collaboration with customers and suppliers.

GHSP used to do a physical inventory twice a year, but RF Express for MFG/PRO has eliminated that time-consuming, costly task. "We don't do physical inventories anymore, and we verify cycle counts on a regular basis," said McCauley.

"That's a savings in itself. We used to have to shut the shop down – nothing was coming in and nothing was going out during that time.

"We were already pretty lean, but this saves us a lot of time," he said. "And, as far as I'm concerned, time is money."

**"We don't do physical inventories anymore, and we verify cycle counts on a regular basis. That's a savings in itself. It was probably one of the smoothest implementations I've been through."**

According to Jeffrey McCauley, GHSP's information services manager, RF Express for MFG/PRO provides virtual online inventory accuracy. "Our inventory is updated every five to 15 minutes," McCauley said. "And, with QAD Supply Visualization, our suppliers can actually see real-time what's in our inventory. Our inventory accuracy is up-to-date in 15 minutes instead of at the end of each shift."

"The GHSP implementation took only three days and went very smoothly," said Bill Paone, Eagle's executive vice president of Sales and Marketing. "The depth of our automotive and QAD MFG/PRO experience was a key factor."

Added McCauley, "It was probably one of the smoothest implementations I've been through."

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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)9-528-3452

### TRW Integrated Supply Chain Solutions

+65-896-1488

### 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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## Eagle Successfully Completes Honda Software Update Testing

In conjunction with QAD Inc., Eagle has successfully completed Honda North America Purchasing Electronic Data Interchange/Bar Code Software Update testing. The approval means that Eagle's bar coding system has met all of Honda's Bar Code Label Implementation Requirements and underscores Eagle's seamless integration with QAD's EDI ECommerce solution.

"This important re-approval of RF Express for MFG/PRO applies to Honda's Star, Delta and GPCS systems," said Bill Paone, Eagle's executive vice president of Sales and Marketing. "It highlights Eagle's success in meeting the needs of automotive customers in North America and means that we can continue to provide Eagle/QAD customers, who are Honda suppliers, with the continuity required to maintain their supplier status with Honda."

"Eagle has been through the process before as one of our partners," said Michael Saneholtz, a member of the Honda North American Logistics Group's *Supplier Interface/Are You Ready Team*. "We work with them so they understand our specs, so they can distribute and sell their bar coding solution to our suppliers and take a step out of the compliance process for our suppliers."

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.

## Eagle Worldwide Hardware and Technology Partners

- Hewlett-Packard
- IMPLETECH International
- Intermec Technologies Corporation/Norand
- PICS
- Progress Software Corporation
- RCM Technologies
- TRW Integrated Supply Chain Solutions
- Zebra Technologies

## 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 one customer is using the RF Express for MFG/PRO solution to satisfy its needs.

**Tech Group Ireland**, [www.techgroup.com](http://www.techgroup.com), located just outside of Dublin, produces plastic injection-molded and assembled products for the computer equipment and medical industries. Tech Group Ireland successfully implemented the RF Express for MFG/PRO Inventory Management, Advanced Repetitive, Work Order Management, and Warehouse Management modules.

RF Express for MFG/PRO transactions at Tech Group Ireland streamline inventory tracking, facilitate real-time production reporting, and meet industry compliance requirements for finished goods labeling and lot tracking. Key functionality for the company includes a version of the RF Work

Order Receipt with Backflush transaction enabled to provide automatic "First-In-First-Out" (FIFO) consumption of lot-controlled components.

Lot-controlled resin is moved to work centers with handheld terminals using RF Transfer, which date/time stamps the resulting QAD MFG/PRO inventory record. Subsequent production reporting using RF Work Order Receipt with Backflush automatically consumes lot-controlled components in FIFO order – without any lot prompting. RF Express for MFG/PRO functionality eliminates the intensive prompting required to consume lot-controlled components through QAD MFG/PRO. Similar functionality is available in the RF Backflush transaction.

### Eagle Marketing Assistance Partners

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

Baisys Solutions	Ph: 1-248-799-3022, ext. 35	<a href="http://www.baisys.net">www.baisys.net</a>
IMPLETECH International	Ph: 1-905-677-0697	<a href="http://www.impletech.com">www.impletech.com</a>
Minerva Industrial Systems (UK)	Ph: +44-1242-211211	<a href="http://www.minervapl.com">www.minervapl.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>
TRW Integrated Supply Chain Solutions	Ph: 1-734-853-6844	<a href="http://www.trw.com/supplychain">www.trw.com/supplychain</a>

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



# AUTOMOTIVE UPDATE

**DBM Technologies**, [www.ldmtech.com](http://www.ldmtech.com), a division of LDM Technologies, is located in Owensboro, KY. DBM Technologies produces plastic injection-molded and assembled products for the automotive industry. DBM deployed the RF Express for MFG/PRO Inventory Management, Advanced Repetitive and Enhanced Shipping modules to streamline inventory tracking, obtain real-time production reporting and meet automotive industry compliance requirements for shipping and finished goods label printing.

Phase one at DBM Owensboro included Inventory Management and Shipping. Specifically, the company needed to quickly meet demanding customer finished goods label requirements as well as demanding customer shipping requirements. Label formats printed through RF Express for MFG/PRO pull real-time data from the QAD MFG/PRO database for all label data elements, including EDI pass-through fields such as Line Feeds, Drop Zones and Dock Codes. Generally, automaker end-customers want to be sure that all products shipped out to them are scan-verified and automatically populated onto EDI Advanced Ship Notice (ASN) documents – RF Express for MFG/PRO meets this need.

Phase two data collection functionality in Owensboro will focus on Production Reporting to

include printing customer-specific shipping labels directly from the RF Backflush and RF Kanban Backflush transactions.

**Johnson Controls**, [www.johnsoncontrols.com](http://www.johnsoncontrols.com), is the largest automotive battery manufacturer in North America. Markets served by Johnson Controls span

both original equipment automakers (including DaimlerChrysler, Ford, Honda, Nissan and Toyota) and aftermarket suppliers like AutoZone, Pep Boys, Interstate Batteries, Sears, Wal-Mart and Costco.

Johnson Controls' production facilities encompass all aspects of battery production, component manufacture, assembly, finished battery formation, and decoration to end-customer specifications. Johnson Controls plants producing poly plastic battery cases, lids and vents have been successfully running RF Express for MFG/PRO since August 2000. Spring 2002 marks the initial go-live for a Johnson Controls battery formation plant/distribution center in St. Joseph, MO.

Johnson Controls developed numerous QAD MFG/PRO functionality extensions to support formation plant/distribution center business requirements. For example, when building pallets of batteries for shipment to end-customers, Johnson Controls must

## TOP TEN DIFFERENTIATORS

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

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*(Automotive continued from page 4)*

track and manage battery item numbers and quantities down to the actual layer level on each pallet.

New RF Express for MFG/PRO transactions were developed and existing transactions were enhanced to allow Johnson Controls to seamlessly meet layer tracking requirements with real-time radio frequency (RF)-enabled transactions. Battery layer detail is tracked from production reporting right through to shipping. In fact, when finished battery pallets are scanned while being loaded onto a truck, the RF Express for MFG/PRO shipping transaction not only verifies the entire pallet contents against existing allocations in QAD MFG/PRO but also verifies that the pallets are loaded in the proper sequence to facilitate easy unloading at each of what might be many stops at different end-customer facilities on a delivery route.

### **Metzeler Automotive Profile Systems,**

[www.metzeler-profiles.com](http://www.metzeler-profiles.com), is a leading supplier of sealing and hose systems to the automotive industry. Metzeler has deployed the RF Express for MFG/PRO Advanced Repetitive and Enhanced Shipping software modules at its sealing components manufacturing facilities in Reidsville, NC. Production personnel create first-level container labels with an associated master container for Chrysler, Ford and other ship-to label compliance requirements. Once the finished goods are moved to the warehouse, the master label serial number is scanned as a "smart label" to properly backflush the correct finished goods items and quantities. The label is now activated and ready for attachment to a shipper.

In shipping, the QAD MFG/PRO shipper document is used as an electronic load sheet. As the shipping team member scans each container, the correct item and quantity are verified. The shipper "is" record is automatically decremented, and the operator is immediately stopped from attaching an incorrect part.

Since Metzeler stages some shipments, the Eagle Verify Load (VLD) transaction is used to perform a quick verification of the proper containers on a shipment. The loader is immediately advised of incorrect or missing containers. The transaction also provides a ticket to confirm second-check verification. This verification transaction is gaining widespread usage as a best practice.

### **T.M. Morris Manufacturing Company, Inc.,**

[www.tmmorris.com](http://www.tmmorris.com), manufactures automotive wiring components and systems at its facilities in Logansport, IN. The company has deployed the RF Express for MFG/PRO Inventory Management and Enhanced Shipping software modules.

T.M. Morris produces child and master (box and pallet) container labels as required using Eagle's Container Label Only (rfcilab.p) program. The container labels are produced to meet customer specifications. Turnaround data from QAD's ECommerce, including elements such as Line Feed and Drop Zone, are automatically pulled from the inbound EDI information in real time for label production. In addition, a robust user-variable function provides options for other label elements.

T.M. Morris shipping personnel use the Eagle Load Truck (LTR) transaction to attach containers to the shipper. Each container item and quantity is verified against the shipper to ensure shipment accuracy. In addition, container labels can be reprinted at time of shipment, if necessary, to capture the latest EDI information for the label.

**Check out the latest news about Eagle and its partners at the Eagle Newsroom:**  
[www.eaglecondev.com/newsroom.htm](http://www.eaglecondev.com/newsroom.htm)



## INTERNATIONAL UPDATE

**E**uropean companies can now turn to Eagle Europe for their data collection solutions.

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

### Cooper Lighting and Security

[www.coopermenvier.co.uk](http://www.coopermenvier.co.uk)

World class manufacturer of mains, lighting, emergency lighting, lamps and fire detection systems.

Cooper Lighting and Security, based in Doncaster, UK, has selected the RF Express for MFG/PRO Inventory and Work Order Management modules for its four sites in England. RF Express for MFG/PRO will provide Cooper with:

- Real-time data entry to gain visibility of in-transit stocks between sites.
- Reduced data entry costs to eliminate use of dockets and associated data entry of finished goods.
- Increased data accuracy. Scanning bar codes will eliminate typing and writing errors.
- Accurate inventory levels. Recording this information at the time of Work Order Receipt/Transfer will result in an accurate picture of finished goods.

Implementation is scheduled during the spring and summer of this year.

### Kimberly-Clarke – Avent Slovakia

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

Producers of sterile blankets and coats for the health care industry.

Avent Slovakia has gone live on RF Express for MFG/PRO this spring. RF Express for MFG/PRO will complete distribution requirement processing (DRP) receipt, label printing, location transfer and cycle counting functions. Future phases will address unplanned receipts, material issue to the production line, and picking and shipping.

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## INTERNATIONAL UPDATE

### Eagle Announces Opening of 'Eagle Asia/Pacific'

Eagle is pleased to announce the opening of Eagle Asia/Pacific. Based in Auckland, New Zealand, Eagle Asia/Pacific will direct Eagle's Asia/Pacific operations and serve as a source for RF Express for MFG/PRO software, hardware and services.

Eagle Asia/Pacific's experience with RF Express for MFG/PRO and understanding of QAD MFG/PRO ensures outstanding service to the region's MFG/PRO community.

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## PROJECT UPDATE

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### **Visteon France**

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

*Leading worldwide supplier of integrated automotive components and systems.*

Visteon, one of the largest automotive suppliers in the world, has selected RF Express for MFG/PRO to complement its QAD MFG/PRO implementation at its nine interior systems plants in France. This follows implementations at the company's sites in South Africa and Poland. Visteon will use the Inventory Management, Advanced Repetitive and Enhanced Shipping modules to track finished goods production through to final shipments. This includes transfers of finished goods with customer-specific labels to the Visteon regional assembly plants at some of Europe's biggest automotive manufacturers. *(See the back page for information on the RF Express for MFG/PRO implementation at Visteon's Mississippi site.)*

**The Eagle Update recently reported on the successful implementation of RF Express for MFG/PRO at two of Saint-Gobain Performance Plastics' manufacturing sites. Here is an update on the company's progress.**

**Saint-Gobain Performance Plastics**, [www.sgpl.com](http://www.sgpl.com), is the world's largest processor of high-performance polymers. With more than 50 locations in 17 countries, Saint-Gobain needs an online, real-time automated data collection solution that provides global control, corporate license and full integration with its QAD MFG/PRO enterprise solution.

"We had multiple manufacturing sites requesting some type of bar code application," said Steve DeMarco, Saint-Gobain's business systems manager. DeMarco is responsible for implementing technology that offers a universal solution while keeping IT costs down. RF Express for MFG/PRO addresses this need.

"On a site-by-site basis, any solution gets pretty costly and hard to justify," said Bill Paone, Eagle's executive vice president of Sales and Marketing. "We were able to address that concern by offering a corporate enterprise software license that provided a cost-effective multi-site solution company-wide."

"What the plants were initially seeking was a bar code solution," DeMarco said, "and what they're getting – that's even more important to them – is the ability to push QAD MFG/PRO down to the departmental level, giving more global control. Almost anyone can execute transactions now because it's so easy."

Saint-Gobain now has four sites up and running on RF Express for MFG/PRO – in Granville, NY; Akron, OH; Merrimack, NH; and Wayne, NJ – with several additional sites scheduled for implementation. "Based on the competitive products we considered, the installation and ongoing management of this bar code application by our operations team was very easy," said DeMarco. "The RF Express for MFG/PRO tool truly could be a QAD MFG/PRO module in and of itself – that's how well it fit."



## NEW CONTRACT AWARDS

### **Metaldyne Sintered Components**

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

*Manufacturer of sintered metal components for the automotive industry.*

The Metaldyne Sintered Components facility located in Ridgway, PA, will implement RF Express for MFG/PRO Honda-approved shipping transactions. Sintered products are intricate metal components molded from powdered metal that undergoes a sintering (controlled heating) process to achieve required strength and hardness. Metaldyne, formed by the merging of MascoTech, Simpson Industries and GMTI, is a multinational corporation providing a broad range of metal forming, precision casting, machining and modular assembly capabilities to the automotive industry.

### **Seal Graphics**

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

*Producer of protection and mounting films, laminating and processing machines, and hard-foam mounting boards for image finishing.*

Seal Graphics, a recently acquired division of Germany's Neschen AG, will roll out RF Express for MFG/PRO Inventory Management and Advanced Repetitive modules at a new North American production and distribution facility in Baltimore, MD. Because of an

extremely tight timeline, all aspects of this implementation are scheduled to be completed in less than one month – from conception to go-live.

### **Visteon Chassis Systems**

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

*Manufacturer of chassis, steering and driveline systems for the automotive industry.*

Visteon Chassis Systems is building a regional assembly plant in Canton, MS, and a manufacturing assembly plant 35 miles away in Durant, MS, which is located near a Nissan facility. The company will produce instrument panels with variable feature sets. Visteon will deploy RF Express for MFG/PRO Inventory Management, Work Order Management, Advanced Repetitive, Warehouse Management and Enhanced Shipping modules to provide real-time inventory tracking, production reporting and shipping. (See page 7 for information on the RF Express for MFG/PRO implementation at Visteon's nine sites in France.)

## 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 (Palm™ or similar)
- Mobile phone
- Laptop