



Eagle Update

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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.

RF Express™ for MFG/PRO® Streamlines Tech Group's Distribution System

The Tech Group Inc. implemented RF Express™ for MFG/PRO® in the distribution division of its Tempe, AZ, facility and quickly experienced increased accuracy and decreased labor costs. Today, the Arizona plant is ready to apply Eagle's online, real-time automated data collection solution to its production division. The Tech Group, www.techgroup.com, is a global leader in injection molding for the medical and consumer industries.

"Customers choose RF Express for MFG/PRO to increase efficiency," said Bill Paone, Eagle's executive vice president of Sales and Marketing. "With real-time information, management lowers labor costs and increases customer confidence. At the same time, better processes improve employee accuracy and decrease their stress levels."

Tim Alger, materials manager for The Tech Group Phoenix, explains, "We had a lot of manual systems in place. In the past, a distribution employee would build the pallet, then manually type the packing list, which could include as many as 18 lot

numbers per pallet. They had to be very careful. The stress for these guys was high."

Today, distribution builds lists ahead of time in RF Express for MFG/PRO. On shipping days, employees perform a pallet pick by simply scanning pallet license plates. This information, which includes all lot numbers and quantities, will appear on the shipping paperwork.

The paperwork is produced automatically because, upon delivery, the material had been accurately documented in RF Express for MFG/PRO. According to Alger, this saves significant manpower and eliminates the need to edit information.

Paperwork is produced automatically because the material is accurately documented in RF Express for MFG/PRO. This saves significant manpower and eliminates the need to edit information.

In October, the Tempe plant will implement RF Express for MFG/PRO in a test production cell. Alger anticipates replacing manually recorded lot numbers with real-time reporting for better inventory control. "My goal is to report inventory on a real-time basis. I have found once you can really believe in the system, and know what you have to work with, you don't have to buffer for inaccuracies."

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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:

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Eagle/Minerva 5-year Partnership Agreement Assures Long-term Data Collection Support for UK Manufacturers

Eagle Consulting & Development recently announced a five-year agreement that allows Minerva Industrial Systems PLC, www.minervapl.com, to partner with Eagle Europe in selling and supporting RF Express for MFG/PRO in Europe.

“The combination of QAD’s enterprise software, Eagle’s solution and the implementation expertise of Minerva gives manufacturers and distributors greater control and competitive positioning,” said Bill Paone, Eagle’s executive vice president of Sales and Marketing. “For organizations initiating large projects, the five-year relationship provides added security that the team will be in place long after the ink is dry and the implementation is completed.”

Charles Harrigan, Minerva’s sales director, agreed. “This new agreement helps us to provide our UK manufacturing customers with a cost-effective, zero-risk solution,” he said.

“We have a number of customers who implemented and gained many benefits with RF Express for MFG/PRO in the past,” said Chris Davis, Minerva’s technical director. “We are, therefore, very pleased to continue this successful relationship, but now on a long-term basis. After all, RF Express for MFG/PRO has a proven track record and is a best-in-class product.”

Check out the latest news about Eagle and its partners at the Eagle Newsroom:
www.eaglecondev.com/newsroom.htm

Eagle Worldwide Hardware and Technology Partners

- Hewlett-Packard
- IMPLETECH International
- Intermec Technologies Corporation
- PICS
- Progress Software Corporation
- RCM Technologies
- Zebra Technologies

LISTENING TO OUR CUSTOMERS

Through 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.

PRC-DeSoto International, www.prc-desoto.com, produces aerospace sealants and coatings at its worldwide facilities. PRC-DeSoto has initially deployed the RF Express for MFG/PRO Inventory Management, Work Order Management and Warehouse Management software modules at its manufacturing plants in Mojave, CA, and Glendale, CA, and at its distribution facility in Grand Prairie, TX.

The Inventory Management module provides integrated labeling during the raw material receipt process. This label simplifies the staging of components for a work order. The pallet-build functionality is used to link components with a license plate. When operators are ready to issue a work order, they can simply scan the license plate. All of the components are verified against the work order bill.

Production reporting is accomplished with the Work Order Receipt transaction. The integrated labeling helps to eliminate the old, time-consuming manual process. In addition, PRC-DeSoto has an "in-house" batch-tracking system. Eagle has provided RF portable input to enhance this PRC-DeSoto functionality.

To simplify movement of product to its distribution facilities, PRC-DeSoto uses the Pallet Distribution Order Shipping transaction. This transaction allows for single-scan movement of an entire pallet from a warehouse storage location to a goods-in-transit (GIT) location. The receiving site can also simply pull the product from GIT to a putaway location with a single license plate scan. In the next phase,

PRC-DeSoto will rollout RF Express for MFG/PRO to multiple distribution facilities.

Seal Graphics, www.sealgraphics.com, is a designer, manufacturer and distributor of a full line of mounting and laminating equipment and materials for the commercial printing industry. A division of Germany's Neschen AG, Seal Graphics deployed RF Express for MFG/PRO at its new North American production and distribution facility in Baltimore, MD. Because of an extremely tight timeline at this new facility, all aspects of this implementation were completed in less than a month – from conception all the way to go-live. Phase one RF Express for MFG/PRO implementation included the Inventory Management and Advanced Repetitive modules.

Seal Graphics' production consists primarily of receiving lot controlled "jumbo" rolls of laminating film and converting (cutting) them into smaller rolls to fulfill end-customer requirements. Efficient material handling transactions, with full lot traceability, are key elements of success at Seal Graphics.

RF Express for MFG/PRO was set up to generate unique eight-digit jumbo numbers for each roll of raw material at the time of receipt. Using the unique jumbo number, material handlers are able to report material putaways and transfers with just two scanned entries – "Jumbo #" and "To Location." After the converting is complete, production reporting is seamlessly accomplished through RF Express for

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AUTOMOTIVE UPDATE

Metaldyne Sintered Components,

www.metaldyne.com, manufactures sintered metal components for the automotive industry. Sintered products are intricate metal components molded from powdered metal that undergoes a sintering (controlled heating) process to achieve required strength and hardness.

Located in Ridgway, PA, Metaldyne Sintered Components recently implemented RF Express for MFG/PRO Honda-approved shipping transactions. Honda requires one of the most exacting shipment processes in the automotive industry. In fact, Honda performs a very extensive testing and evaluation process before granting approval to data collection and EDI solutions for use by their suppliers.

Metaldyne needed to get an approved solution installed quickly to support its new business with Honda's Marysville, OH, plant. The company selected Eagle's RF Express for MFG/PRO, which has been Honda-approved since 1997, for use with QAD's EDI ECommerce, Trinary Systems, and ECbridges EDI packages. The complete RF Express for MFG/PRO installation was ready for production and Honda sign-off within just a few weeks. The implementation was so smooth that Metaldyne is in the process of rolling out RF Express for MFG/PRO functionality to print labels and perform shipments for all of its end customers.

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 Marketing Assistance Partners

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

IMPLETECH International	Ph: 1-905-677-0697	www.impletech.com
Minerva Industrial Systems (UK)	Ph: +44-1242-211211	www.minervapl.com
PacifiQ Systems	Ph: 1-949-442-2454	www.pacifiqsystems.com
PICS*	Ph: 1-609-702-3900	www.pics.com
QAD South Africa	Ph: +27-11-807-6660	www.qad.com
QBC Systems	Ph: 1-716-691-5201	www.qbc.com
RCM Technologies	Ph: 1-248-426-1200, ext.200	www.rcmt.com
SIG	Ph: 1-800-433-7174	www.strategic.com

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

PROJECT UPDATE

The *Eagle Update* reported on the successful implementation of RF Express for MFG/PRO at Eaton Corporation. Here is an update on Eaton's progress.

Eaton Corporation, www.eaton.com, is a \$7.3 billion global diversified industrial manufacturer. To help its Automotive Fluid Connectors Operation (AFCO) facility in Mooresville, NC, support increased sales levels without increasing the number of employees, Eaton implemented RF Express for MFG/PRO as part of its new enterprise-wide solution that also included QAD MFG/PRO and QAD's EDI ECommerce.

These seamless, interrelated solutions simplify warehousing and manufacturing operations by enabling employees to process orders, shipments, deliveries and other transactions electronically instead of manually, using radio frequency bar code scanners. As a result, employees have more time to secure even more new business.

"Previously, we had three different systems in place, which led to added costs and maintenance," said John F. Woger, AFCO project leader in Maumee, OH. Since implementing its enterprise-wide solution in 2001, the AFCO facility has improved its operation

efficiency. For example, the facility reduced the time needed to process shipping information by approximately 30%. It also reduced support costs by providing self-service functionality for employees.

The AFCO facility, which produces air conditioning and power steering hose assemblies, has experienced additional improvements in accuracy and control. "Product forecasting and shipping schedule information sent by original equipment manufacturers are now easier to track and process," Woger said. "Improvements in the system also allow

changing customer requirements to be made even more rapidly. By having a unified system that provides transparent data, the facility can – and has – achieved some real savings across the board."

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)
- Laptop
- Mobile phone



INTERNATIONAL UPDATE

European companies can now turn to Eagle Europe for their data collection solutions. Here is the latest company to deploy RF Express for MFG/PRO through Eagle Europe.

Betts

www.betts-uk.com

Worldwide manufacturer of specialized packaging and injection molding solutions for the personal care, pharmaceutical and consumer markets.

Betts, according to Business Systems Manager Simon Lovejoy, "is a rapidly growing worldwide packaging company. As part of our expansion plans, we needed a solution for a new factory and warehouse complex in the UK. The existing processes required data on paper-based sheets to be keyed into the business system as time allowed. This created an error-rich environment where records were either entered late or transposition of data took place."

Lovejoy continued, "The specification was straightforward in that we required a real-time system to track raw materials, WIP and finished goods through the production cycle and then on to shipping. We wanted to continue with our existing ERP solution but not have the expense of building expensive interfaces. RF Express for MFG/PRO offered a seamless integration.

"Our whole operation is now based around RF Express for MFG/PRO," Lovejoy said. "All aspects of material movements are real time and allow us to update our customer's system with live data. In essence, we could not run our new factory without RF Express for MFG/PRO."

The Eagle Update recently reported that Cooper Lighting and Security, GKN and Visteon France selected RF Express for MFG/PRO for their data collection solutions. Here is an update on their progress.

Cooper Lighting and Security,

www.coopermenvier.co.uk, is a world class manufacturer of mains lighting, emergency lighting, lamps and fire detection systems. Cooper, based in Doncaster, UK, selected the RF Express for MFG/PRO Inventory and Work Order Management modules for its four sites in England.

Cooper has gone live with both modules at its sites in Swillington, Doncaster and Thorne. RF Express for MFG/PRO is now used to handle all finished goods at these three sites. Deployment at the fourth site in Guisley is scheduled for later this year.

GKN, www.gknplc.com, is an automotive and aerospace engineering group whose Automotive Driveline Division designs and manufactures driveline system products. GKN has deployed RF Express for MFG/PRO at its automotive driveshaft plant in Malaysia, following successful implementations at its sites in Thailand and Korea. RF Express for MFG/PRO implementation at two more of its Asia/Pacific sites is scheduled for fourth quarter 2002 and first quarter 2003. GKN anticipates future RF Express for MFG/PRO rollouts at its sites in the United States and across Europe.

Visteon, www.visteon.com, is a leading worldwide supplier of integrated automotive components and systems. Visteon wishes to deliver on-time goods to its customers and is in the process of implementing RF Express for MFG/PRO at its nine automotive interior manufacturing and logistics sites in France. The company will deploy Inventory Management, Advanced Repetitive and Enhanced Shipping modules. The scheduled go-live date is fourth quarter of this year. Visteon is implementing the Eagle solution in conjunction with its implementation of QAD eB Desktop.

INTERNATIONAL UPDATE

Eagle Expands into Southern Europe

Eagle is pleased to announce that Eagle Europe, based in the UK, has expanded into Spain, Portugal and Italy. Ian Watts has joined Eagle Europe to manage this region. The Eagle Europe team now includes:

Robert Freeman: rmf@eagle-europe.com

Bob Seymour: ris@eagle-europe.com

Roger Teagle: rft@eagle-europe.com

Ian Watts: ipw@eagle-europe.com

The team's experience with RF Express for MFG/PRO and understanding of QAD MFG/PRO ensures the European QAD MFG/PRO community outstanding service through Eagle Europe.

RF Express for MFG/PRO on the Road

The Eagle Europe and Eagle Asia/Pacific teams have been demonstrating RF Express for MFG/PRO at user group meetings in the UK and the Far East. The presentations give QAD MFG/PRO customers an in-person opportunity to evaluate Eagle's automated data collection solution. For more information, contact Eagle Europe's Bob Seymour, ris@eagle-europe.com, or Eagle Asia/Pacific's Bill Hunt, bhunt@eaglecondev.com.

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MFG/PRO. Users enter little more than the consumed raw material jumbo numbers to post the backflush transaction to create the appropriate finished goods inventory records. This modified backflush equivalent, consuming lot controlled components, requires just a few scanned data entries on a handheld terminal, a significant addition to the capabilities of QAD MFG/PRO.

The phase one RF Express for MFG/PRO installation at Seal Graphics was so successful that phase two, the Warehouse Management module, featuring Sales Order Pick and Pallet Pick, was accelerated and completed immediately following the initial rollout.

(New Contracts continued from page 8)

modules at its facilities in Columbus, IN, to provide simplified component receiving and finished goods shipping. The Enhanced Shipping module will also provide tier-one automotive labeling compliance with EDI integration using QAD's EDI ECommerce.

US Borax

www.borax.com

Leading producer and supplier of industrial borates.

US Borax, located in Boron, CA, will use RF Express for MFG/PRO to report finished goods production into QAD MFG/PRO inventory. Using RF terminals and Eagle's pallet functionality, US Borax will perform Inventory Management and Shipping transactions.

Weck Closure Systems

www.weckclosure.com

Manufacturer of surgical and wound closure products.

Weck Closure Systems, located in Research Triangle Park, NC, will use RF Express for MFG/PRO RF terminals and bar coding to perform purchase order receipts, material transfers, cycle counts, physical inventory and work order material issue transactions.



NEW CONTRACT AWARDS

Eaton Sterer

www.eaton.com

Manufacturer of hydraulic, pneumatic and electronic controls for the aerospace industry.

The Eaton Sterer facility in Glendale, CA, will implement RF Express for MFG/PRO Inventory Management and Work Order Management transactions. Streamlined RF-enabled transactions will permit efficient tracking of lot- and serial-controlled components and finished goods.

Engineered Machined Products (EMP)

www.emp-corp.com

Manufacturer of engine cooling pumps for diesel engines.

Engineered Machined Products (EMP), with sites in Escanaba, MI, and Indianapolis and Greenfield, IN, will implement RF Express for MFG/PRO Inventory Management, Advanced Repetitive and Enhanced Shipping modules. The highly efficient Kanban Backflush transaction is expected to be a key component of the data collection project.

Halla Climate Control Canada

www.halla.on.ca

Leading manufacturer of automotive climate control products for worldwide OEM and service markets.

Halla Climate Control Canada, a joint venture of Halla Korea and Visteon Corporation, located in Belleville, Ontario, will implement the RF Express for MFG/PRO Enhanced Shipping module. This module will provide the QAD MFG/PRO containerization and shipper functionality to allow Halla to meet DaimlerChrysler's supplier requirements. In addition, the Enhanced Shipping module will provide label compliance and EDI integration with QAD's EDI ECommerce. With a phased implementation approach, Halla will use Eagle's Inventory Management and Advanced Repetitive modules for raw material receipt/issue and real-time production reporting.

MiTek® Industries

www.mii.com

Manufacturer of steel trusses, bracing, hangers and other structural hardware for the building components industry.

MiTek Industries, a subsidiary of Berkshire Hathaway, will implement RF Express for MFG/PRO Inventory Management, Work Order Management, Advanced Repetitive and Warehouse Management software modules at its Edenton, NC, facility. RF Express for MFG/PRO will allow simplified tracking of a finished goods lot back to the component receipt lot. MiTek will use Eagle's pallet functionality to provide single-scan inventory movement and shipment picking.

Pilling Surgical

www.pillingsurgical.com

Manufacturer of general and specialty surgical instruments.

Pilling Surgical, located in Horsham, PA, uses RF Express for MFG/PRO to capture machine operator labor for QAD MFG/PRO Work Order Routing operations. Eagle's On/Off transaction automatically calculates the total elapsed time an operator has worked. Pilling Surgical also uses the RF Express for MFG/PRO Work Order Receipt transaction to report finished goods production into the QAD MFG/PRO inventory.

Ridgeview Industries

www.ridgeviewindustries.com

Manufacturer of metal stampings and assemblies primarily for the automotive and furniture industries.

Ridgeview Industries, located in Grand Rapids, MI, will deploy the Inventory Management, Advanced Repetitive and Enhanced Shipping modules.

Rightway Fasteners

www.rfiusa.com

Manufacturer of high-torque tension bolts for the automotive industry.

Rightway Fasteners will implement the RF Express for MFG/PRO Inventory Management and Enhanced Shipping

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