



# Eagle Update

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

Eagle Consulting & Development is the leading provider of online, real-time automated data collection and bar coding solutions to users of QAD MFG/PRO enterprise applications worldwide. Eagle provides "plug-and-go" bar coding and automated data collection capability to 800 QAD MFG/PRO customers at 3,000 sites worldwide. For more information, visit [www.eaglecondev.com](http://www.eaglecondev.com) or contact Bill Paone at 1-973-838-5006 ext. 119.

## Cost, Competitiveness and Compliance: Triple Threat or Opportunity?

The recent AutoTech conference put the spotlight on the ability of QAD and Eagle to provide solutions to our mutual automotive customers:

### COST

Terry Onica, QAD's Automotive Business Strategy Leader, recently cited a study\* indicating that inadequate supply chain infrastructure costs the automotive industry nearly \$5 billion a year. Meanwhile, a QAD white paper on the subject of Lean Manufacturing says, "For most automotive suppliers, direct material costs represent a significant investment in inventory – typically 50 to 60 percent of their total costs. Reducing inventory is one of the fastest ways to improve cash flow, and ultimately the bottom line. *Inventory reduction is possible only if changes in demand can be communicated rapidly down the supply chain. Otherwise, inventory is simply displaced, rather than eliminated.*" (Italics ours)

Together with QAD, Eagle enables manufacturers to:

- Achieve online, real-time insight into inventory and finished goods
- Automatically update raw material and component inventory levels in the MFG/PRO database
- Provide their supply chain partners with web-based supply visualization
- Perform remote Kanban signaling and printing

- Enable managers and supply chain partners to spot shortages before a crisis arises
- Reduce cycle counting, increase inventory turns and improve inventory accuracy.

### COMPETITIVENESS

Although automotive manufacturers have significant experience with EDI as a supply chain communication tool, EDI's

traditional point-to-point approach is likely to be overwhelmed as more and more applications must exchange data and interoperate. Contact Eagle for more information about the key role of

automated data collection in moving toward an interoperable environment.

### COMPLIANCE

There was a time when the word "compliance" affected primarily the medical and food industries. Today, however, automotive companies must meet government, customer and supply chain partner compliance requirements. Eagle has consistently met or exceeded the compliance requirements of its automotive customers, including Honda's Star, Delta and GPCS systems.

*Eagle was proud to be a Gold QAD sponsor/partner at this year's AutoTech Conference.*

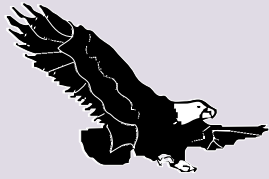
\*Commissioned by the National Institute of Standards and Technology

**Moving information quickly within and beyond the organization will be a key to competitive success for manufacturers in the coming years.**

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## Events Update

**E**agle is a consistent and visible presence at QAD events worldwide. From user group meetings in North America to Teamwork conferences in Europe and Asia to the annual Explore conference, current and prospective QAD customers have the opportunity to talk with experienced Eagle project managers face to face. For information about Eagle's availability at upcoming shows and conferences, check the Eagle web site – or QAD's events information.

Here is some information about recent and upcoming conferences:

Eagle Asia/Pacific participated in QAD TEAMWORK ASIA 2004 in Koh Samui, Thailand. "This was a great opportunity to meet QAD's regional management and its key partners from Asia Pacific," said Ian Watts, Managing Director, Eagle Asia/Pacific.

Eagle (North America) supports QAD user group meetings throughout North America, including the Midwest MFG/PRO User Group, New England User Group, Southeast User Group and more.

If you are planning to attend an upcoming user group meeting or conference and would like to schedule a meeting with an Eagle representative, please contact the Eagle office nearest you.

Eagle Europe will sponsor QAD's Teamwork event for Europe in November this year. The event will be held in Athens and is a great opportunity for our partners to meet with us and discuss the latest implementation successes and product enhancements from Eagle.

### 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**

To learn more about the Eagle solution:

#### AMERICAS

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

#### ASIA/PACIFIC

**Eagle Asia/Pacific**  
+65-6827-9091

#### EUROPE

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

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

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## 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 of our customers is using RF Express for MFG/PRO to meet its needs.

### Mark-Lynn Foods Inc. Maintains Real-Time Inventory using RF Express for MFG/PRO

**M**ark-Lynn Foods Inc., located in Bremen, GA, is a leading manufacturer and packager of food service items.

When raw materials are received using an RF terminal running Eagle RF Express™ for MFG/PRO, a bar-coded label containing a unique pallet ID is printed and affixed to each physical pallet/container. Simultaneously, a laserjet Receiver Document is printed containing the data detail of every pallet/container received. Inventory is efficiently moved from location to location using RF terminal transactions that maintain real-time inventory values by lot and by location. The RF Operator reports work order blending production and prints a bar-coded batch label with a unique pallet ID and lot/batch code. When the blended items are moved to the packaging line, an RF transaction is used to assign the lot-controlled batch item to the MFG/PRO work center location.

When a physical pallet of finished goods is produced, an RF transaction is used to report pallet-by-pallet line production into the MFG/PRO system and automatically consume/issue the ingredients from the finished goods parent item Bill of Materials list. The newly created finished goods pallet is moved to the finished goods warehouse where an RF terminal is used to validate the pallet quantity a second time. Customer sales orders are picked by scanning the pallet ID, which associates the pallet picked with the finished goods item and lot and quantity picked.

QAD MFG/PRO and Eagle RF Express for MFG/PRO meet the critical FDA data accuracy and data traceability requirements of Mark-Lynn Foods Inc.

### Eagle Marketing Assistance Partners

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

#### CGI

Ph: 1-416-862-0430  
[www.cgi.com](http://www.cgi.com)

#### MDSS

Ph: 1-216-514-5141  
[www.mdss.net](http://www.mdss.net)

#### Minerva Industrial Systems (UK)

Ph: +44-1242-211211  
[www.minervapl.com](http://www.minervapl.com)

#### MPS Associates

Ph: 1-856-371-8307  
[www.MPSassociates.com](http://www.MPSassociates.com)

#### PICS\*

Ph: 1-609-702-3900  
[www.pics.com](http://www.pics.com)

#### QAD South Africa

Ph: +27-11-807-6660  
[www.qad.com](http://www.qad.com)

#### RCM Technologies

Ph: 1-248-426-1200, ext. 200  
[www.rcmt.com](http://www.rcmt.com)

#### SIG

Ph: 1-800-433-7174  
[www.strategic.com](http://www.strategic.com)

#### SYS-TEC

Ph: 1-734-854-3000  
[www.sys-tec.com](http://www.sys-tec.com)

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



# PROJECT UPDATE

Here's an update of recent successful RF Express for MFG/PRO implementations:

## NORTH AMERICA

### Lear Corporation

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

Monterrey, N. L. Mexico

Lear Corporation manufactures automotive instrument panel and trim components at its facilities in Monterrey, N.L., Mexico. Lear Corporation has deployed the RF Express for MFG/PRO Inventory Management, Advanced Repetitive, and Enhanced Shipping software modules.

Component material receives a lot number via the Eagle Purchase Order Receipt (POR) transaction. Material handlers move lot-controlled raw material from the receiving dock to the component warehouse using the Transfer (TRN) transaction. The same transaction is also used to move the components to the production work center. For production reporting, production planning personnel generate RF Express for MFG/PRO container labels that are used as Kanbans. The operator reporting production scans the container label to automatically perform an Advanced Repetitive Backflush (18.22.13). The lot-controlled components are automatically relieved as part of the backflush based upon the FIFO component move to the work center.

There is significant time savings with this transaction versus a modified backflush with component lot selection. The Container Move (CMV) transaction is used to transfer the container contents to the warehouse or shipping stage location while updating the abs\_mstr with container location. Then, the Load Truck (LTR) transaction is used to attach containers to a shipper. The optional Verify Load (VLD) transaction is used to perform a second check on all containers prior to shipment.

### Olympic Manufacturing Group Ships using RF Express for MFG/PRO

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

Olympic Manufacturing Group (OMG) located in Agawam, MA is a leading manufacturer of commercial roofing fastener systems and home deck fasteners.

Using Eagle RF Express for MFG/PRO, the Olympic Westfield, MA Distribution Site picks and ships their customer sales orders. When the sales order picking document is printed, it is provided to a finished goods warehouse picker. Using an RF terminal, the RF Operator scans the UPC code on the finished goods item label. That UPC Code is cross referenced to Olympic Manufacturing's item number within the Olympic MFG/PRO database and validated to be the correct item to pick at that time. The RF operator scans the location of the finished goods item and validates that it exists in MFG/PRO. The operator then enters the quantity picked and validates the value to ensure that no overpicking occurs.

The Eagle RF Picking Transaction also creates MFG/PRO ABS master records that are later used to print the final Bill of Lading document prior to the Olympic shipment confirmation process.

QAD MFG/PRO and Eagle RF Express for MFG/PRO meet the critical real-time shipping requirements of the Olympic Manufacturing Group.

### Plydex-Decoma Division of Magna

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

Plydex-Decoma, a division of Magna, in Aurora, Ontario, Canada manufactures bumper assemblies for the automotive industry. Plydex recently implemented the RF

## PROJECT UPDATE

Express for MFG/PRO Inventory Management, Advanced Repetitive, Enhanced Shipping, and Honda Shipping modules. Project goals were to streamline inventory tracking and meet automotive industry compliance requirements for finished good label printing and shipping. This implementation was performed with close to 100% standard RF Express for MFG/PRO functionality.

Plydex's requirements were primarily accommodated by manipulating Eagle's table of configurable switches – called 'rfvalues.' This table features in excess of 1,700 site-maintainable configuration switches. Modifications to the table can be loaded, tested, and implemented in a matter of minutes – without changing any code. Because Plydex is a high-volume supplier to Honda, Honda-compliant transactions and label formats were absolutely critical to a successful MFG/PRO implementation. Eagle provides Plydex with Honda-approved Honda Star/Delta/GPCS/VC2 labels and associated shipping functionality in conjunction with QAD eCommerce.

### Scotsman-Ice

[www.scotsman-ice.com](http://www.scotsman-ice.com)

Scotsman-Ice, a division of Enodis, manufactures and markets commercial and high end home use ice machines and storage bins. Scotsman successfully rolled out RF Express for MFG/PRO at their Fairfax, SC production and distribution facility. Scotsman extensively uses the RF Express Inventory Management, Advanced Repetitive Management, and RF Warehouse Management modules. In the production reporting area, Scotsman takes advantage of standard RF Express WIP Lot Trace functionality to track critical components through to the finish good serial number. RF Express is also used to print several very complex industry-compliant nameplate product labels, some of which include extensive item-specific logo requirements. In the service parts area, RF Sales Order Pick is used to verify replacement parts as they are pulled from the shelf to fulfill orders. During the picking process, real-time pick labels are printed on an integrated portable RF label printer. Scotsman's Ice-O-Matic facility in Denver, CO, has since gone live with similar functionality.

## EUROPE

### Visteon Systèmes Interieurs

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

Harnes, France

With 137 manufacturing facilities in every major world region and nearly \$18 billion in sales in 2003, Visteon is one of the largest automotive suppliers in the world.

As part of an ongoing rollout, Visteon went live on RF Express for MFG/PRO at five additional locations in France within the last quarter, bringing the total to nine sites.

The flexibility of the Eagle product to meet end customer requirements helped streamline the implementation process. Eagle Europe and QAD France have worked closely on the delivery of consultancy and training resources for this project in both English and French.

### Dura Automotive

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

Dura Automotive designs and manufactures driver control systems and is a global supplier of seating control systems, engineered assemblies, structural door modules and integrated glass systems for the global automotive and recreation vehicle industry.

The company is rolling out RF Express for MFG/PRO at multiple sites across Europe. The most recent go-live was their site in Guarda, Portugal, which manufacturers cables for customers in Southern Europe.



## 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
- Bumpy bar codes

### And the Tools of e-Business

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

## Eagle Worldwide Hardware and Technology Partners

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

## Eagle Honored by QAD for Second Consecutive Year

In conjunction with its 2004 Explore user conference, software solution provider QAD (Nasdaq: QADI) recently recognized its partnership with Eagle Consulting & Development as “Product Alliance of the Year.” This was the second consecutive year Eagle achieved this distinction: the only product partner to have done so. QAD’s enterprise solutions are the choice of manufacturers in the automotive, electronics, food/beverage, industrial and medical products industries.

QAD instituted its Global Alliance program in 1991, and Eagle was among the earliest alliance partners. Kinnelon, N.J.-based Eagle is the leading provider of online, real-time automated data collection and bar coding solutions to users of QAD MFG/PRO® enterprise applications worldwide.

In recognizing the Eagle relationship as “Product Alliance of the Year,” QAD’s Chief Marketing Officer, Mike Lodato, had this to say, “Every company wants to **be** an Eagle: sought after by customers, respected by partners and consistently delivering value. That performance alone makes Eagle a trusted and highly valued partner to our customers and to QAD. In addition, however, QAD also values Eagle’s partnership in developing new functionality. Last year Eagle supported QAD’s work on kanban visualization. This year Eagle and QAD worked to close the gap between factory floor and warehouse, integrating QAD’s AIM module with RF Express™ for MFG/PRO.”

Bill Paone, Eagle’s executive vice president, sales and marketing, accepted the award on behalf of Eagle. “We are doubly pleased to have been recognized again by QAD. We look forward to continuing to deliver consistently excellent product and services to our mutual customers.”

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)

(New Contracts continued from page 8)

eB2 is being implemented without the modifications of earlier implementation. A method of providing shipment consolidation through the packing of individual items into boxes and then into containers is required.

- **online allocation of inventory to shipments**

Allocation of inventory online as picked against the actual sales order will provide a clear picture of actual stocking issues.

- **real-time (barcode) validation of parts picked against sales order**

By presenting the "picker" with a list of items on the hand-held device and scanning the item barcode, a real-time check of items picked against the sales order held on MFG/PRO will improve right first time in order picking – incorrectly scanned items will be rejected.

- **significant reduction in paper required**

It should not be necessary to print picklist / pre-shippers, to produce manual internal consignment notes and consolidation lists.

- **production of timely ASNs (Advanced Shipping Notices)**

ASN production will be facilitated on completion of the automated load truck process. No waiting for manual data input. Box contents will be validated. Box weights will be calculated as a secondary phase to the go-live activity.

- **labeling of packs at point of packing**

Use of RF Express / QAD MFG/PRO functionality to build and print container details.

### Wraprite

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

*Provides a one-stop shop for companies in the food and dry goods sector who have a custom packaging requirement. They also provide an outsource solution to companies within the pharmaceutical, computer software and electrical industries.*

When selecting MFG/PRO to replace their current enterprise system, they needed a solution to track their inventory real-time. That meant RF Express for MFG/PRO was an essential part of their selection process.

### Castlemahon Foods

*Process poultry for export*

Based in the West of Ireland, Castlemahon must comply with new EU food regulations requiring full traceability of all food, feed or food-producing animals at all stages of production, processing and distribution. This made RF Express the right choice when selecting MFG/PRO as their new ERP system.

### Invacare

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

*Manufacturer and distributor of home medical products*

Invacare has extended the use of RF Express for MFG/PRO to their site in Sweden. This will be used to receive and track inventory through their manufacturing process.

## ASIA

### G L Bowron

[www.bowron.co.nz](http://www.bowron.co.nz)

*One of the largest sheepskin tanneries in the world, processing in excess of 3 million sheepskins annually.*

Bowron is located near Christchurch on the south island of New Zealand. Following a pilot of RF Express for MFG/PRO, Bowron has now gone live with the Work Orders module and plans to roll out more of the software during the next 12 months.



## NEW CONTRACT AWARDS

### North America

#### **American Trim**

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

*Premier supplier of high-quality fabricated metal and plastic components and assemblies to the automotive, appliance, and heavy truck markets.*

Phase 1 of the RF Express for MFG/PRO implementation will include the Inventory Management, Advanced Repetitive, and Enhanced Shipping modules, including real-time finished good label printing. The initial implementation will occur at American Trim's Sidney, OH plant. Phase 2 will roll out RF Express for MFG/PRO to other American Trim manufacturing facilities in Ohio, Alabama, and Pennsylvania.

#### **AutoMeter**

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

*Manufacturer of high-performance automotive meters and gauges including tachometers and speedometers.*

AutoMeter will roll out the RF Express for MFG/PRO Advanced Repetitive and Warehouse Management modules. The Sycamore, IL facility will be the initial implementation focus. Streamlined transactions and industry-compliant labels will be key elements of this implementation.

#### **GKN Automotive, Inc.**

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

*Manufacturer of constant velocity jointed seshafths (CVJs) and other driveline components and systems.*

GKN Automotive, Inc. will deploy the RF Express for MFG/PRO Inventory Management, Advanced Repetitive, Enhanced Shipping and Honda "Bolt-On" software modules, providing real-time inventory, production and shipping transaction updates to MFG/PRO. Eagle will also provide Honda Star/Delta/GPCS/VC2 label and functionality compliance with QAD eCommerce integration. Sites include corporate headquarters in Michigan as well as multiple manufacturing sites in North and South Carolina.

#### **Safety Components International, Inc.**

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

*Manufacturer of automotive airbag fabric and components as well as synthetic fabrics for a variety of applications.*

Safety Components International will deploy the RF Express for MFG/PRO Inventory Management, Work Order Management and Enhanced Shipping modules at several sites to enhance raw material tracking and streamline the production and shipping processes. Product movement efficiency gains are expected through single scan of raw material and finished good license plate labels. RF Express for MFG/PRO will also provide customer-required finished goods labeling compliance.

### Europe

#### **Saint Gobain Performance Plastics**

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

*Manufacturer of advanced-technology polymer products for industrial applications. Products range from fluid handling hose and tube, machined and molded fluoropolymers and medical-grade silicones, to release liners, PTFE-coated fabrics and tapes, membranes, foam seals, gaskets and bonding tapes.*

Saint Gobain continues the roll out of RF Express at their Performance Plastics division across Europe. The sites in Lindau, Germany; Chaineaux, Belgium; and Wexford, Ireland have recently purchased licenses and are currently starting the implementation process to track the work orders and shipment process within their business.

#### **Transitions Optical**

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

*Manufacturer of photochromatic ophthalmic lenses: corrective lenses that adjust to changing light conditions while providing visual acuity, comfort and UV protection.*

As part of their eB2 upgrade, Transitions Optical has selected RF Express for MFG/PRO for their sites in Tuam, Ireland to record the shipments of all make-to-stock items. The product will continue to be rolled out to cover all inventory transactions.

The key requirements for the first phase of implementation of RF Express input to MFG/PRO within Transitions Optical are:

- **replacement of heavily modified MFG/PRO shipping functionality**

*(continued on page 7)*