



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 world-wide. Eagle provides "plug-and-go" bar coding and automated data collection capability to 700+ QAD MFG/PRO customers at 3,000 sites. For more information, visit www.eaglecondev.com or contact Bill Paone at 1-973-838-5006 ext. 119.

Cascade Engineering Quantifies Impressive ROI

Cascade Engineering, www.cascadeng.com, is a world leader in the research, design and manufacture of engineered plastic products for the automotive, container, furniture and consumer products industries.

Cascade is widely recognized for innovation in both technology and management practices. So when it was time to make technology changes to address the looming Y2K challenges in the late '90s, the company wanted a system that could handle not just 21st century dates but a 21st century business.

With auto manufacturers making up the largest portion of Cascade's customer base, competitive advantage in the automotive supply chain was an important consideration in the selection process. And with only 14 months to get the job done, an easy-to-install system was essential.

The combination of QAD MFG/PRO®, EDI Ecommerce and Eagle's RF Express™ for MFG/PRO® gave Cascade what it was looking for. Eagle's specific expertise in automotive and its

plug-and-play integration with MFG/PRO meant that Cascade could significantly leverage the benefits of its new ERP system with automated data collection and bar coding – and still hit the ground running.

The results? Cascade's pre-implementation baseline data enabled it to track results to date:

- Estimated annual savings of \$500,000 in productivity and efficiency improvements.
- 11.2% sales increase without adding staff in Purchasing, Inventory Control or Finance.
- Significantly reduced month-end reporting time, from 15 days to 2-3 days.
- Dramatically reduced cycle counting.
- 47% increase in inventory turns, from 33.6% to 49.5%.
- 25% increase in inventory accuracy.
- Inventory tracking improvements that have allowed Cascade to purge \$3 million worth of on-hand inventory without sacrificing customer service.

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Cascade implemented RF Express for MFG/PRO in eight production plants and six additional sites in just under 14 months, and came in about \$100,000 under budget, according to Lowell Johannsen, a Cascade IT project manager.

Cascade is leveraging qualitative benefits as well, including faster response to business issues, better financial information and greater ability to project. In 2002, the company had its best performance in its history.

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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 Europe and Eagle Asia/Pacific Join with QAD to Sponsor Alliance Conferences

Developing a close, cooperative partnership with QAD and its international distribution channel positions Eagle Europe and Eagle Asia/Pacific to effectively support their diverse, multi-national customers. Both recently sponsored QAD alliance conferences to further solidify and support these relationships.

Eagle Europe sponsored the QAD Teamwork EMEA (Europe/Middle East/Africa) Alliance Conference in Budapest, Hungary.

"The conference provided a wealth of information on key business strategies as well as the latest information on ERP solutions offered by QAD and its partners," said Robert Freeman, director of Eagle Europe.

Eagle Asia/Pacific sponsored the QAD Teamwork Asia/Pacific Alliance Conference in Ho Chi Minh City, Vietnam.

"Because of Asia/Pacific's large geographical area and cultural diversity, Eagle works closely with QAD's existing partner network," said Ian Watts, managing director of Eagle Asia/Pacific. "That network provides an excellent framework for supporting both local companies and US-based multinationals such as GKN, which has now deployed RF Express for MFG/PRO in five countries within the Asia/Pacific region."

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**
- **IBM**
- **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 RF Express for MFG/PRO to meet their needs.

Eaton Fluid Power Ltd. (EFPL), www.eaton.com, manufactures a complete line of hydraulic motors, primarily for the Japanese mobile equipment market, at its Namikawa, Japan, facility. EFPL has successfully implemented RF Express for MFG/PRO Inventory Management and Work Order Management transactions. EFPL is part of Eaton Corporation's global RF Express for MFG/PRO rollout. RF Express is currently successfully deployed at Eaton facilities in North America, Europe, Africa and Asia.

Streamlined RF transactions are a key element in EFPL's QAD MFG/PRO implementation. The company quickly realized that simple RF transactions like Purchase Order Receipt, Transfer, Work Order Issue, Work Order Receipt, and Work Order Receipt with Backflush were critical to its success. Each of these transactions was carefully configured to reduce the required user input to a bare minimum, while maintaining full data validation. EFPL is able to easily process the required transaction load in real time through its mobile terminal RF network using RF Express for MFG/PRO.

In order to make RF Express for MFG/PRO easier to use in Japan,

the code was configured to properly handle Japanese double byte Kanji and Katakana characters. RF Express for MFG/PRO menu and transaction prompts were translated to display in Japanese on the handheld terminals. Real-time inventory labels are printed to represent inventory created through Purchase Order Receipt, Work Order Receipt, and Work Order Receipt with Backflush. Users have the option to print two labels from Work Order Issue – one for the issued inventory and one for the remaining balance in the issue location. All labels print on Intermec printers with both hard-coded and variable MFG/PRO database Japanese character data.

Saft America, www.saftbatteries.com, manufactures high-tech battery systems for a variety of industrial applications. Saft has deployed the RF Express for MFG/PRO Inventory Management and Advanced Repetitive software modules at its Valdosta, GA, site. The Inventory Management module provides quick, accurate material receiving. Saft's vendors supply raw material with the purchase order number bar-coded on the label. The material receivers simply scan to receive. The incom-

ing quality inspectors use the Transfer transaction (TRN) to move product from a "hold" to an available location. Again, material handlers quickly put the product away using TRN. Cycle Counting and Material Inquiry are also simplified with the item number, quantity and location scanning.

On the shop floor, Saft requires production reporting at multiple operations. RF Express for MFG/PRO provides streamlined advanced repetitive backflush reporting at shop floor stations. Saft operators also collect finished goods serial number information via bar-code scan. Because finished goods require a variety of labels on a single product, the backflush generates two different labels on two printers simultaneously. Saft also has a large variety of customer-required finished goods label formats. A robust label-only transaction supports numerous label elements and formats with simplified prompting. There has been significant label generation efficiency with QAD MFG/PRO-integrated labeling over the previous stand-alone label systems.



PROJECT UPDATE

NORTH AMERICA

Oberto Sausage, www.oberto.com, is a privately held company that makes high-quality meat snack products, including its popular *Oh, Boy! Oberto!* Natural Style Jerky.

A long-time user of QAD MFG/PRO, Oberto constantly works to improve the quality and efficiency of its systems. Lot tracking is a key requirement for Oberto's food products. The ability of RF Express for MFG/PRO to simplify data entry, including critical lot information, was a primary motivation for this implementation.

Inbound raw material and components are efficiently received on mobile handheld terminals with RF Purchase Order Receipt. This transaction prints online inventory labels using real-time MFG/PRO data to improve product traceability and allow streamlined scanned input for subsequent transactions. Material putaways in the warehouse use the Transfer transaction to quickly match actual inventory location and system inventory location. Ongoing inventory accuracy is checked and updated using Cycle Count and Tag Count Physical Inventory transactions.

Shipping errors are virtually eliminated by using the Sales Order Pick transaction. In order to pick and stage finished goods for shipment, users must scan item number, location, lot and quantity. These inputs are compared to the MFG/PRO picklist in real-time. Users are immediately aware of any errors as product is scanned at warehouse locations. Using RF Express for MFG/PRO, operators can catch potential mistakes before the product even leaves the shelf.

EUROPE

The following implementations were performed by Minerva Industrial Systems (UK).

Intier Automotive, www.intier.com, a manufacturer of innovative vehicle interior and closure systems and components for the global automotive industry, implemented the RF Express for MFG/PRO Work Order module at its Southampton, UK, site and now plans an additional implementation at its site in Luton.

Radford Retail Systems, www.radford.co.uk, a retail equipment supplier based in Newcastle-Upon-Tyne, has expanded its use of RF Express for MFG/PRO to include its stores and raw materials receipt areas.

TI Automotive, www.tiautomotive.com, supplier of fluid storage, transfer and delivery systems, including brake, fuel and air conditioning applications, has successfully implemented RF Express for MFG/PRO, including automated containerization, in its production and warehouse areas at its plant in Deeside, UK.

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)
- Mobile phone
- Laptop

AUTOMOTIVE UPDATE

Metaldyne Engine Products,

www.metaldyne.com, in Hamburg, MI, manufactures exhaust manifolds, turbo-tubes and fuel lines for the automotive and personal watercraft industries. Initial project scope included the Inventory Management and Enhanced Shipping modules. Project goals were to streamline inventory tracking and meet automotive industry compliance requirements for finished goods label printing and shipping. The Metaldyne implementation was performed with close to 100% standard RF Express for MFG/PRO functionality. Metaldyne's requirements were primarily accommodated by manipulating Eagle's table of configurable switches – called "rfvalues." This table features in excess of 1,600 site-maintainable configuration switches. Modifications to the table can be loaded, tested, and implemented in a matter of minutes – without changing any code.

Regal Plastics manufactures plastic injection automotive components at its facilities in Owosso, MI. Regal has deployed the RF Express for MFG/PRO Inventory Management, Advanced Repetitive and Enhanced Shipping modules. The RF Express for MFG/PRO Purchase Order Receipt (POR) transaction is used to receive and label incoming product. Once the material is inspected, it is quickly transferred to the component warehouse by scanning the receipt label. Material handlers use RF Express for MFG/PRO to transfer raw material to a work center location while they are moving the material. Regal has provided production reporting stations with a terminal, wired scanner and printer on the shop

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

floor. The RF Express for MFG/PRO Backflush with Container Create (BKF) transaction is used to report parent item production, relieve component inventory and generate a container label to meet customer requirements in real time. 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. Because many Regal customers require ship-to-specific labels, the company uses Zebra printers mounted on mobile power carts to generate the labels while the shipper scans the internal label close by.

Ridgeview Industries,

www.ridgeviewindustries.com, located in Grand Rapids, MI, is a manufacturer of metal stampings and assemblies primarily for the automotive and furniture industries. Ridgeview Industries recently deployed the Inventory Management, Advanced Repetitive and Enhanced Shipping modules. Ridgeview uses functionality in the Purchase Order Receipt transaction to generate a

Ridgeview uses PO Receipt to generate a unique license plate number for each inbound roll of raw steel, replacing an entry of item number, quantity, lot number, location, etc. with a single scannable entry.

unique license plate number for each inbound roll of raw steel. The license plate number, stored in the QAD MFG/PRO database, can be used in RF Express for MFG/PRO transactions to quickly retrieve the MFG/PRO

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(Automotive continued from page 5)

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 quickly entering just the license plate number and work center location.

Production reporting is accomplished in real time using the Backflush and Kanban Backflush transactions with minimal data entry. Automotive Industry Action Group (AIAG)-style industry-compliant labels are printed through RF Express for MFG/PRO. Shippers are then easily created by scanning a single bar code on the AIAG labels using the Load Truck transaction, which validates each entry against a picklist created through MFG/PRO. If all validations are satisfied, the container record is linked to the Shipper. When the user receives the "Shipper Picked Complete" message, the Shipper is ready for the MFG/PRO Confirm and ASN Export.

PARTNER UPDATE

Recent partnering agreements offer enhanced capabilities and support to Eagle's automated data collection customers.

Eagle Europe has partnered with Ireland's **Seabrook Research Ltd.**, www.seabrook.ie, to allow Seabrook to sell and support RF Express for MFG/PRO in Ireland. Based in Cork, Seabrook focuses on speedy, effective implementations and committed customer care, using predetermined methodologies and experienced staff.

Eagle Asia/Pacific has partnered with **Softspeed Consultant Ltd.**, www.softspeed.com.hk, headquartered in Hong Kong. With two offices in Mainland China, Softspeed is well positioned to sell and support RF Express for MFG/PRO there. Softspeed provides MFG/PRO service and support to more than 110 MFG/PRO users.

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
Minerva Industrial Systems (UK)*	Ph: +44-1242-211211	www.minervapl.com
MPS Associates	Ph: 1-856-371-8307	www.MPSassociates.com
PICS*	Ph: 1-609-702-3900	www.pics.com
QAD South Africa	Ph: +27-11-807-6660	www.qad.com
RCM Technologies	Ph: 1-248-426-1200, ext. 200	www.rcmt.com
SIG	Ph: 1-800-433-7174	www.strategic.com
SYS-TEC	Ph: 1-734-854-3000	www.sys-tec.com

* In addition to sales and support, Minerva Industrial Systems (UK) and PICS also provide implementation services for RF Express for MFG/PRO.

(New Contracts continued from page 8)

TS Tech North America

www.tstna.com

Manufacturer of automotive seating systems.

TS Tech North America, headquartered in Reynoldsburg, OH, will deploy the RF Express for MFG/PRO Inventory Management, Advanced Repetitive, Enhanced Shipping and Honda "Bolt-On" software modules at Reynoldsburg; Boaz, AL; and Newmarket, Ontario, to streamline data input and increase data accuracy. Eagle will provide Honda Star/Delta/GPCS/VC2 label and functionality compliance with QAD eCommerce integration with the simultaneous launch of QAD MFG/PRO.

FROM EAGLE EUROPE

DURA Control Systems

www.DURAauto.com

DURA Automotive Systems is the world's largest independent designer and manufacturer of driver control systems. DURA Control Systems, a division, manufactures gear, brake and other cable and shifter components.

With multiple locations in Europe, DURA has selected RF Express for MFG/PRO as its bar coding solution. Initial priorities are to support the manufacturing backflush of completed assemblies and their containerization, labeling, packing and shipment. In addition, because DURA has implemented QAD's eB2, the company is able to take advantage of QAD's lean manufacturing kanban functionality, with the intention of implementing this through the RF Express for MFG/PRO Lean Manufacturing module.

Hilite International

www.hilite.com

Manufacturer of components and systems that perform critical functions for engine control, 4-wheel torque transfer, transmission and vehicle frame systems.

As part of its recent QAD MFG/PRO implementation at its sites in France and Germany, Hilite has selected RF Express for MFG/PRO as its global automated data collection product.

Vitafibres

www.vitafibres.com

The UK's largest synthetic fiber processor, specializing in the manufacture of nonwoven fiber wadding and padding materials in roll, pad and converted form.

Vitafibres has selected RF Express for MFG/PRO for implementation at its sites in Lancashire and the West Midlands (UK). The company selected RF Express for MFG/PRO to receive raw materials into inventory, record the issue of raw materials (bales or pallets) to work orders, record the receipt of finished goods from work orders, simplify the recording of labor costs, increase data accuracy, and provide a scale interface.

FROM MINERVA INDUSTRIAL SYSTEMS (UK)

Acordis Acetate Products

www.acordis.com

Supplier of cellulose acetate filter tow to major tobacco companies throughout the world.

Acordis will deploy the RF Express for MFG/PRO Warehouse module at its Spondon, Derby, UK, site.

Diageo Global Supply

www.diageo.com

Producer, packager and distributor of a collection of premium spirits, wine and beer.

Diageo has recently built a greenfield site in Belfast, Northern Ireland, and will use RF Express for MFG/PRO for increased efficiency of work order issues, component and finished goods receipt, and sales order picking and dispatch.

Sanmex International

www.sanmex.com

Manufacturer of household and personal care liquid and aerosol products.

Based in Glasgow, Scotland, Sanmex will deploy QAD MFG/PRO and implement RF Express for MFG/PRO Inventory Management, Work Order Management and Warehouse Management modules.



NEW CONTRACT AWARDS

NORTH AMERICA

Amak Brake LLC

www.akebonobrakes.com

Manufacturer of automotive brake components and systems.

Amak Brake will use the RF Express for MFG/PRO Inventory Management, Advanced Repetitive and Enhanced Shipping software modules to simplify production reporting at multiple operations at its facilities in Glasgow, KY. In addition, Enhanced Shipping will improve the finished goods labeling and product shipment processes.

David Yurman

www.davidyurman.com

Designer of fine jewelry and luxury watches.

David Yurman will deploy the RF Express for MFG/PRO Inventory Management, Work Order Management and Warehouse Management software modules to support its operations. The Inventory Management module will provide integrated labeling during the component receipt process. The receipt label will simplify the staging of components for a work order. Using the pallet-build functionality to link components with a license plate, the operator will scan the license plate label to issue components to a work order. Production reporting is accomplished with the Work Order Receipt transaction. Finished goods shipping will be streamlined with the Sales Order Picking transactions.

Lear Furukawa Corporation

www.lear.com

www.furukawa.co.jp

Producer and distributor of vehicle wiring harnesses and systems.

Lear Furukawa will deploy the RF Express for MFG/PRO Inventory Management, Advanced Repetitive, Enhanced Shipping and Honda "Bolt-On" software modules at its North American facilities in Cd. Juarez, Chihuahua, Mexico; El Paso, TX; and Columbus, OH. RF Express for MFG/PRO will provide real-time inventory tracking, production reporting, shipping and label

generation functionality. Product movement from the manufacturing to distribution facilities will be simplified with Eagle's Container Move transaction that allows simultaneous update of inventory records and abs_mstr records.

MacDonald Industrial Products

www.macdonald-enterprise.com

Manufacturer of metal and plastic door handles and trim pieces for the automotive and consumer appliance industries.

MacDonald will roll out the RF Express for MFG/PRO Advanced Repetitive and Enhanced Shipping modules at its Grand Rapids, MI; Kentwood, MI; and Spencerville, OH, production facilities. Phase two at MacDonald is expected to include Inventory Management.

Superior Essex OEM Group

www.superioressex.com

Leading North American manufacturer of magnet wire products.

Superior Essex OEM Group, based in Ft. Wayne, IN, will deploy RF Express for MFG/PRO Inventory Management and Enhanced Shipping modules at its sites in Franklin, TN, and Columbia City, IN, to enhance raw material tracking and streamline the shipping process. Significant product movement efficiency gains are expected through single scan of finished goods child and master containers.

Synovis Surgical Innovations

www.synovissurgical.com

Developer/manufacturer of implantable, biomaterial devices to reduce the risks of critical surgeries.

Synovis Surgical Innovations, a division of Synovis Life Technologies, will roll out RF Express for MFG/PRO at its St. Paul, MN, production and distribution facility. Synovis expects to extensively use the RF Express for MFG/PRO Inventory Management, Work Order Management and Warehouse Management modules.

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