



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.

Special
EXPLORE
issue

RF Express™ for MFG/PRO®: The Manufacturer's Solution for Today's Economic Times

Efficiency, accuracy and cost savings are the prevailing reasons manufacturers choose Eagle Consulting & Development's bar code solution RF Express™ for MFG/PRO® for their manufacturing, warehousing, shipping and receiving operations. But, in these economic times, increased customer satisfaction has become an important by-product of this fully integrated online, real-time, automated data collection solution.

Inventory Reduction, Instantaneous Visibility

After implementing RF Express for MFG/PRO, Cleveland, OH-based **Morrison Products** realized a reduction in inventories sooner than expected. "We saw those reductions in inventory levels while still being able to provide our customers with the same service we always had," said Morrison ERP coordinator Anne Holmes. "Reduced inventory levels have allowed us to reduce our overall costs."

In the spring of 2001, Morrison, a manufacturer of fans and blowers, implemented RF Express for MFG/PRO.

According to Holmes, "The manufacturing group loves the instantaneous visibility when something has been loaded onto a truck and is later received into a plant. There's also visibility of what's in transit, allowing the receiving plant to know exactly what they're getting before they get it. This helps them to better plan their production schedule. It saves time."

"Reduced inventory levels have allowed us to reduce our overall costs."

Anne Holmes
ERP Coordinator
Morrison Products

Holmes says that reductions of inventory levels, visibility at every stage of production, shipping and receiving, as well as improved accuracy resulted from the implementation of RF Express for MFG/PRO. "We're trying to make our operations as fool-proof as possible, and bar coding and scanning take us in that direction."

Increased Inventory Controls, Accuracy, Production

A manufacturer of automotive trailer hitches, **Reese Products**, www.reeseprod.com, Elkhart, IN, implemented RF Express for MFG/PRO in September 2000. In 2001, after receiving the nod from their accounting firm PriceWaterhouseCoopers (PWC), Reese did not conduct a fiscal inventory at their

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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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YEAR IN REVIEW

Manufacturers around the world have turned to Eagle for online, real-time automated data collection solutions. Over the past year, many Eagle customers have successfully implemented Eagle's RF Express for MFG/PRO, taking advantage of its quick "plug and go" integration with QAD MFG/PRO. Here is what some of our customers have said about their recent RF Express for MFG/PRO implementations.

Kwikset Corporation

Kwikset, www.kwikset.com, a Black & Decker® subsidiary, was looking for a way to reduce the number of steps in its distribution requirement processing (DRP) shipping process. With RF Express for MFG/PRO, Kwikset was able to reduce its DRP processing steps by 75%.

"We had two to three steps dedicated just to identifying the correct work order number, but that logic is built right into RF Express for MFG/PRO. We can now simply scan in a uniform product code (UPC) or item number bar code, and RF Express for MFG/PRO finds the correct work order number based on our rules. In addition, with RF Express for MFG/PRO, pallets are shipped as we move them into the truck. We now have better real-time inventory on these shipments."

– Jaime Altonaga, Product Manager

Micrel Semiconductor

Micrel, www.micrel.com, wanted to increase speed, efficiency and accuracy in its manufacturing process. The company was striving for zero shipping errors, but the combination of a growing product line and hard-to-read part numbers was a challenge. With RF Express for MFG/PRO, Micrel was able to eliminate a lot of the manual work that could contribute to errors.

"We looked at three different solutions and chose Eagle's RF Express for MFG/PRO because of the size of their customer base, their reputation and their experience with QAD MFG/PRO. RF Express for MFG/PRO is a straightforward system. There are no complexities to installing, using and being effective with it. And, that's a key point. Sometimes you buy a

system and the next thing you know, it's so massive that it takes a lot of time before you realize any benefit from it. This solution slipped right in."

– Roland Carlson, Chief Information Officer

Morrison Products

Morrison Products wanted to streamline inventory tracking, obtain real-time production reporting, efficiently record labor, and meet industry compliance requirements for shipping and finished goods label printing. Morrison implemented RF Express for MFG/PRO to help eliminate stranded "island" systems, data duplication, and the cost and accuracy problems of manual data entry.

"RF Express for MFG/PRO has really helped with interactions between the manufacturing areas of our four plants across the country. We also wanted to have item numbers and quantities bar coded to reduce errors. Now, not only do we have real-time information, but it's more accurate."

– Anne Holmes, ERP Coordinator

Easy Gardener

Easy Gardener, www.easygardener.com, faced the challenge of meeting advance ship notice (ASN) and label compliance requirements of such high-profile customers as Target, Kmart, Sears and Orchard Supply – or face the possibility of significant fines. Easy Gardener met the challenge by choosing RF Express for MFG/PRO.

"In selecting Eagle, we found someone to help us meet our labeling requirements and reduce shipping errors. You can tell a big difference in our accuracy in picking."

– Lee Fahlenkamp, IT Manager

The Marmon Group

The Marmon Group, www.marmon.com, was looking to serve the online, real-time bar coding needs of some of its companies, including the need for bar code labeling and a fully integrated timekeeping bar coding system.

"We researched and evaluated a variety of solutions, but Eagle's product offered immediate solutions The fact that it is a system which fully integrates with our enterprise solution sold us on the Eagle offering."

– Jay R. Pursell, Director of Computer Services

"RF Express for MFG/PRO is a straightforward system. There are no complexities to installing, using and being effective with it."

**Roland Carlson
Chief Information Officer
Micrel**

Green Tokai Company, Ltd.

Green Tokai was searching for a flexible automated data collection solution that was compatible with its enterprise solution and would meet its long-term needs. The company found its solution with RF Express for MFG/PRO.

"One of the biggest things that RF Express for MFG/PRO has allowed us to do . . . is to perform multiple scanning at multiple sites simultaneously. There's less opportunity for human error and (we now have) tighter inventory control."

– Keith Johnson, Assistant MIS Manager



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Goshen, IN, warehouse. "That was because we had such good controls over our inventories," said John Doleys, director of IT, Reese Products. "Everything we manufacture we stock in Goshen, then ship to our satellite centers. We probably have two or three times the inventory there that we have at our other centers at any point in time."

Doleys emphasized that the elimination of the inventory audit was a big deal. "There's a real cost associated with conducting a physical inventory. You're shutting down and not shipping product, and you're paying people to conduct the inventory."

Costs are down, but accuracy is up at Reese. "We were running at a fill rate of probably around 70 to 75 percent before RF Express for MFG/PRO. After implementation we went to 98+ percent and sustained it."

Doleys pointed out that accuracy translates to two important things. "When we take an order, we can count on the items ordered being available, and we're not building product we don't need. RF Express for MFG/PRO has assisted us in reducing inventory by \$2 million," said Doleys.

Accuracy is up, but fewer people are needed to produce better results. "The automated data collection system actually allows us to fill more orders on a piece part level with fewer people,"

"RF Express for MFG/PRO has assisted us in reducing inventory by \$2 million."

John Doleys
Director IT
Reese Products

added Doleys. "With reduced inventories, our assets have also been lowered and we're giving better customer service. That's a 'no-lose' equation."

Effective Inventory Management, Lower Costs

At **Black & Decker**, www.bdk.com, in Lake Forest, CA, RF Express for MFG/PRO provides more effective inventory management and processing while also lowering costs. "We're hitting it from several different angles," said Jaime Altonaga, project manager, Black & Decker. One example of their maximizing the use of the solution is in the material issue request process. "We set up a method for signaling from one part of the plant to another," said Altonaga. "For example, the stock room takes a signal to move material and then moves the material using a QAD MFG/PRO procedure to the requesting site or location. We brought bar coding into this process to bar code the initial request. We're able to then measure in real-time the performance of our stock room against the order."

Customer Satisfaction, Real-Time Information Access

For **Micrel Semiconductor**, www.micrel.com, Silicon Valley, CA, RF Express for MFG/PRO has improved shipment accuracy, resulting in improved customer satisfaction and lower business costs. "There's no more manual dyslexia – picking the wrong parts off the shelf," said Roland Carlson, chief information officer, Micrel. "We found that our customer satisfaction went up because our shipment accuracy went up. The cost of running the warehouse went down as well, because we didn't need as many people. RF Express for MFG/PRO also makes it more efficient to do inventories. Year-end and inventory evaluations go very fast now."

The semiconductor business is very cyclical. RF Express for MFG/PRO will allow Micrel to plan and react effectively to the market turns. "Right now, the industry is very slow, but that hasn't stopped people from designing and building new chips. It's going to be nice to have a bar coded product when the industry turns around," said Carlson. Micrel will be able to fill the warehouse with parts and ship quickly without worrying about part numbers, bin numbers and dyslexia. "As the volume picks up it's going to help us enormously."

Morrison Products, Reese Products, Black & Decker and Micrel Semiconductor, as well as over 600 customers' sites in 18 countries, have chosen RF Express for MFG/PRO for a variety of well founded reasons. But, the bottom line is that RF Express for MFG/PRO offers certainty and control when manufacturers need it most.