

CASE STUDY:

FREEMAN & PROCTOR LIMITED



 28 LICENSES

August 19th - 21st:
Training started

August 26th:
Admin training

August 28th:
Implementation planning day

September 15th:
Went live

**Total
Implementation:
19 days**

Cheaper than upgrading
existing MRP (£30k)

Better error trapping
reduces errors

Full traceability, reducing
throughput time by 50%

Overall delivery lead-times
improved by 10-20%

Stock issuing saw
75% improvement

Negative stock issues
no longer occur

Report writing greatly
improved

Integrated with lean
manufacturing

Invoices reduced by
100 per month

Training cost of £4700
for 5 people

Low monthly fee of £1240
with no tie-in period

Freeman & Proctor Limited, based in Nuneaton, Warwickshire manufactures custom pipe assemblies for aerospace and automotive customers such as Rolls Royce, Bentley, Aston Martin and Prodrive. Their previous MRP system was starting to show its age and was difficult to extract data for reporting purposes, so they decided to upgrade. On contacting their vendor they discovered that simply updating to the latest version was going to cost upwards of £30k, so they decided to investigate alternatives. Commented Phil Boffin, Commercial Manager, "123insight was the first system we looked at - it did everything we wanted it to do and there was no massive up-front cost. Also, the speed at which we were able to implement the system ourselves was impressive - we were live in under four weeks."

When working with industries such as Aerospace, traceability is paramount. F&P hold both ISO9000 and several manufacturer accreditations. To maintain these they previously had to embark on a time-consuming tracking process; Said Phil; "To trace across batches we used a hand-written system of job cards and quality control cards. As an example, an Aston Martin two-strut set might consist of 24 parts. Each part would have its own job card, which on the reverse would have batch traceability details logged, and in turn the quality control card would carry information relating to all of the part job cards. 123insight's picking list contains all of this information. We are currently writing reports to produce labels to replace the manual processes and I expect to reduce the average picking process for an order of this type from 20-30 minutes to less than 5."

The potential for error has also been greatly reduced. Said Phil, "The old system was quite forgiving when you were entering data, however this would have a rather unforgiving knock-on effect. For example, it was easy to end up in a negative stock situation, which would only be discovered a month later, taking hours to resolve. 123insight enforces data integrity up front to ensure that you enter information correctly the first time. Also, it is intuitive in the way that you enter data - it follows a logical flow, especially with the wizards and shortcuts which really accelerate inputting of data. This is especially important for customers' schedules, whose volatility in terms of complexity and lead time have increased dramatically over the years. They can span a year or more, where virtually every line item can change from month to month."

F&P are keen advocates of both lean manufacturing and lean accounting, therefore minimising the processes and paperwork involved from order to invoice is critical. Phil added, "123insight has been instrumental in reducing the lead-time throughout all departments; from order entry, planning right through to invoicing. For example, we noticed an immediate improvement in the way we can despatch and invoice our customers. Previously one despatch note would require one invoice. If we take the rollover kit for the World Rally Car, which comprises of 60 items, this might be delivered in several drops - with 123insight this can appear on a single invoice. As a result we are generating at least 100 invoices less per month. And with data entry across all departments also seeing improvements of around 50% this is saving us several man-hours in each department per month. All of these savings have a positive knock-on effect and we estimate we will see overall lead-time reductions of between 10% and 20%."

As with any business, the ability to analyse the performance of any part of your production is crucial. Although F&P had developed a comprehensive range of reports with their previous MRP system, writing them was a time-consuming and cumbersome process, requiring complicated macros to be written to link back to MRP to obtain new data. 123insight now allows dynamic manipulation of data in real-time. "For us the flexibility of the reporting was a key factor in the decision to choose 123insight. Demands change as to what we want to see daily and we can now easily work with live data. There are many reports we can do now that we couldn't before and we are still learning the depths of how far we can analyse data."

As an Investor in People, Freeman and Proctor believes in redirecting spare resources to better use within the business. Phil concluded by saying, "123insight simply gives us more capacity with the resources we have in terms of reducing lead-times across all departments. This can then be channelled into more proactive areas, and also allows us to react quicker to our customer's demands."