



FACTORYMASTER
"Software for tough businesses"

INDUSTRY

TOOLING MANUFACTURE

COGSDILL, NUNEATON

Increased efficiencies lead to a reduction in manpower

"FactoryMaster has enabled us to control and manage all areas of our business more effectively. From providing accurate quotes and delivery times to creating data that will help us develop the business in the long term, the implementation of the solution has delivered measurable benefits - including a reduction in manpower." *Customers point of view*

Established in Detroit in 1914, Cogsdill develops and builds innovative tooling solutions for the manufacturing industry. The company has operating units in both the United States and the UK, which produce tools that are available from over 100 distributors in 30 countries. The UK operation based in Nuneaton, has a turnover in excess of £4 million and employs forty-eight people.

The need for change

Although the Nuneaton operation is still producing off the shelf products, the business has developed considerably and now nearly 80% of its sales are for bespoke products. As the company's focus changed, it became apparent that critical functionality was missing from Cogsdill's incumbent materials resource planning (MRP) solution.

In order for its bespoke products to be competitively priced, Cogsdill required accurate delivery dates and build costs. However, its existing MRP solution, a DOS based system, was not capable of providing a cohesive overview of

KEY ISSUES

- Incumbent solution was disjointed
- Unable to analyse data in any detail
- Providing accurate delivery times was difficult
- No visibility on shop floor
- Time taken to do work estimated
- Manual processes added further to costs
- Lack of automation increased risk of error

Cogsdill's entire manufacturing operation and even though it was easy enough to extract information out of the system, it was extremely difficult to analyse the information to see where efficiencies could be improved.



"We liked the look of and understood FactoryMaster immediately, and saw lots of potential improvements to our business from using the solution" Customer

In addition, Cogsdill was unable to provide customers detailed information on the progressing of their order without someone physically stepping out onto the shop floor and manually checking. Other processes such as order purchasing were also reliant on manual, time consuming processes, adding further to Cogsdill's build costs.

Making the right choice

Cogsdill required a solution that would easily integrate into their existing business and would grow with the company. It short-listed three products to review. To ensure that no area of the operation was overlooked when evaluating the products, the company set-up a committee of three power users to review the products alongside the management team.

After reviewing all three products, Cogsdill noticed a striking difference in the way the application of the products were applied in real-life situations. Of the customer sites visits they undertook with each vendor, FactoryMaster had the most relevance to Cogsdill's own application and the company could immediately see a great deal of potential improvements to their business. In addition, Cogsdill felt that FactoryMaster was a company that they could continue to work closely with in future developments.

Measurable benefits

Implementation of FactoryMaster started in September 2006 and by March 2007 the system was fully up and running. The initial and ongoing success of the project is in no small way due to the power user committee setup during the evaluation process, which significantly improved user acceptance of the system.

The cost savings for Cogsdill since implementing FactoryMaster come from many areas.

BENEFITS RECEIVED FROM IMPLEMENTING FACTORYMASTER

- Reduced costs
- Improved accuracy
- Improved customer service
- Greater control over shop floor
- Ability to offer more competitive quotes
- Automation of manual processes
- Data analysis to improve process efficiencies

Automation within order purchasing has reduced the workload from one and half bodies to just a half. Integrating the sales and purchasing functionality has helped improve the accuracy of lead times and delivery. Increased management and automation of creation and management of bills of materials has allowed for improved accuracy and fewer mistakes over manual input of costs.

Touch screens introduced throughout the workshops allows the company to record actual process times accurately, removing the use of estimates and helping to improve costs further. This provides visibility as to where the product is within the manufacturing process and highlights any downtime on a specific job. In addition, the company now has one year of reliable data that can be analysed to further improve business processes.

Ultimately FactoryMaster has enabled Cogsdill to be proactive with its customers, helping them to build customer loyalty through improved service delivery and more competitive pricing.

