

## GLOBAL SHOP SOLUTIONS CASE STUDY

# Bendon Gear & Machine, Inc.

Founded in 1966, [Bendon Gear](#) specializes in the production of precision-machined components, custom precision gears, mechanical assemblies and gear assemblies. Operating out of a 16,000-square-foot facility in Rockland, Massachusetts, the company produces small-to medium-sized precision machined components, mechanical assemblies, precision gears, gear assemblies and other motion control components. These are supplied to the aerospace, naval, and high-tech markets in both prototype and production quantities. Committed to quality in every part, Bendon Gear is certified to the latest ISO 9001:2008 standard.



*Bendon Gear's headquarters in Rockland, Massachusetts.*



*Sample of part being assembled.*

For years, Bendon Gear operated the business with a custom production management program, various spreadsheets and a stand-alone accounting software program. When this approach became too unwieldy, management sought a more sophisticated ERP software. After several years of research, they settled on [Global Shop Solutions ERP software](#).

"We looked at many different systems," says Eric Tressel, QA Manager and Systems Administrator for Bendon Gear, "but Global Shop Solutions stood out for its robust capabilities and its flexibility in terms of being able to tailor the different applications to our needs. We also liked the [Task](#) application, which allows us to see at any given time who has an order and where it stands in the production process."

### **Better Communication Through Better Data**

Prior to implementing Global Shop Solutions, all purchasing, job costing and other production data had to be manually entered into the accounting program to manage the financial side of the business. Now, the data only gets entered once, and Bendon Gear can process all aspects of a job in one integrated system. The result is a leaner, more organized production process where people work together more efficiently.

"Having all the data in one centralized system enables us to communicate more effectively," says Customer Liaison Marilyn Werkheiser, who also serves as the Global Shop Solutions administrator. "We can react more quickly to internal or external changes. And it puts us all on the same page when we need to get something done in an expeditious manner."



## Managing Shop Floor Challenges

Bendon Gear is often called upon to perform just-in-time work – a process made more difficult by the fact that individual jobs can be in five different areas of the shop floor at one time.

Tracking the status of complex jobs used to require a lot of time and legwork to locate needed information. Now production personnel can instantly determine the location and status of any job through the [Shop Floor Data Collection](#) screens located on the shop floor.

“With Global Shop Solutions, I can log into the system and see the status of every job in process,” says Production Manager Bob Chandler. “I can tell if we’re on schedule or when a job might be late. I can even see which employees are currently in the shop and which jobs they’re clocked into.”

Inventory management and accuracy have improved as well, leading to more accurate inventory counts and improved customer service.

“Previously, when customers had an urgent need for a part, someone had to physically go into inventory and climb through the stacks to see if we still had the part on hand,” recalls Werkheiser. “Now I just look in the system to see if it’s there. Customers appreciate it when you can give them an answer right away instead of having to call back.”



*Bendon Gear's Global Shop Solutions ERP software power users.*

## Award-Winning Delivery Scores

Most of Bendon Gear’s jobs require certification documents and complete traceability of materials, as well as some type of outside finishing process. Bendon Gear simplifies these processes by using the [Document Control™](#) application to electronically link documents to jobs, work orders, and purchase orders for outside processing vendors.

“Document Control helps to ensure that all the proper certifications are attached to each job,” says company President Peter Belezos. “It also saves time because we no longer have to hunt down the paperwork.”



*Bendon Gear's employee hard at work.*

In the past, Bendon Gear ran the risk of this important documentation being left out of a shipment. Now, shippers can tell at a glance if the requisite paperwork has been attached to each shipment. As a result, the company has maintained customer ratings of 100% for excellent delivery, which helped it earn an award from one of its biggest customers.

“Raytheon conferred its Supplier Excellence Award for 2013 and again in 2014 to Bendon Gear,” says Werkheiser. “We won, partly due to our product quality but also because we have been able to maintain exceptional delivery scores – thanks in large part to Global Shop Solutions.”



## A Complete Business Management Solution

Werkheiser uses the [order entry](#) application to see which jobs are coming due in the weeks ahead and proactively address any concerns before the customer calls her. Tressel uses the software to perform the daily balancing and review all job records from the previous day to make sure everything is correct. He also uses the [Supply & Demand](#) application to maintain the cost of parts that have just been WIPed to finished goods.

Belezos uses Supply & Demand to expedite the quoting process and track the history of job costs to ensure accurate quotes. He also uses the financial module to monitor accounts receivables, payables, and cash flow, as well as future sales, backlogs and trends.

“Supply and Demand provides a gateway to everything that’s going on in the company,” he says. “From one screen, you can drill down to anything you need to know about a job, customer or part to easily retrieve current and historical data.”

“Global Shop Solutions has transformed our company by giving us access to information we didn’t have in the past. The interconnected applications provide superb visibility of the entire supply chain, and will tighten up your supply chain as well as your lead times and on-time deliveries. It’s an outstanding supply chain software solution.”



*Staff are now able to view prints directly at machines. No need for paper copies on the shop floor. A huge time saver and allows staff to see the latest revisions to prints - no delay from engineering to the floor.*