

GLOBAL SHOP SOLUTIONS CASE STUDY

Creed Monarch Inc.

Located in New Britain, Connecticut, *Creed Monarch Inc.* is a custom *job shop* that specializes in the contract manufacture of precision machined ferrous and non-ferrous alloy components. Founded in 1953, the company produces a sophisticated array of high-tolerance products for the oil drilling, auto, aerospace, commercial and military industries. Creed Monarch's specialty services include CNC horizontal and vertical production machining, as well as precision CNC turning, grinding, broaching, gear hobbing and product assembly. Committed to quality, Creed Monarch is ISO 9001:2008 certified.



This area at Creed Monarch's facility is comprised of rotary transfer equipment, varied CNC production cells, CNC grinding machines, assembly, final inspection and shipping areas.



This is an example of one of the parts that was machined complete on the Gildemeister CTX 2000. These multi-axis mill turn centers are a recent addition to Creed Monarch's ever expanding production capacity.

When the company's outdated ERP system could no longer keep up with their need for expanded data integration, management turned to Global Shop Solutions ERP software.

"Our old system had a limited ability to transfer and communicate data," recalls IT Manager Pat Meunier. "As a result, we had to perform a lot of manual processes to work around its limitations. Global Shop Solutions ERP software offered the complete integrated system we needed."

Managing Uncertainty

One of Creed Monarch's biggest shop floor challenges involves managing jobs that don't have firm delivery schedules. For example, a customer may order 100,000 parts for delivery throughout the year, but will not provide firm release information – sometimes not even until the week they want delivery. Managers must plan to produce all the parts, but they often must "best guess" when and how much to make on each production run.

According to Meunier, Global Shop Solutions ERP software's real-time labor information, ease of access to data, and flexibility of reporting help to manage these uncertain jobs on the fly.

"Suppose a customer needs the parts sooner than expected and they suddenly triple their kanban quantities," she says. "With Global Shop Solutions, we can easily see who's working on the job, what step they're on, and how much product we have on hand. This allows us to immediately start the conversation with the customer about how much we can deliver, by when. In the past, it could take hours to track down that data."

Saving Time and Paper

The ability to electronically link documents in Global Shop Solutions ERP software also helps to simplify processes and improve communications.

Previously, creating new work orders required assembling a paperwork package with all the routers, drawings, quality docs and work tickets, as well as outside service and inspection documentation. For every job, all of these documents had to be copied, collated and handed out to each department involved in making the part. Now, when creating work orders, all those documents are already in the system.

“All we have to do is locate the files and link the documents to the work order,” says Meunier. “Use of the **Document Control™** application allows us to replace paper with one email notification to supervisors so they can access the work order and print the documents as needed. This saves a lot of time and paper, and allows our supervisors to be more efficient and effective.”

Customization Keeps Jobs on Track

Creed Monarch frequently takes advantage of the ERP software’s easy **customization** to modify various screens and reports.

For example, they modified the Workcenter Dispatch List in the **Advanced Planning & Scheduling (APS)** module to simplify the flow of scheduling information. By interfacing the dispatch list with the ship schedule, supervisors can now see which jobs will be coming through their workcenters and the due date for shipping.

“This gives supervisors a clearer view of what’s coming up and whether they have the resources on hand to get the jobs out on time,” says Meunier. “They can also see which jobs are running late and take appropriate action to get them back on track.”

Messaging Alerts

As IT manager, Meunier is tasked with maintaining database integrity. One tool that assists in this effort is the **Company Messaging** tool. When salespeople create a new inventory item number, Global Shop Solutions ERP software’s messaging feature automatically sends her a notification. That way she can ensure that salespeople have properly entered sort codes, standard costs and other essential data.

“The system offers a lot of messaging options you can activate for a wide variety of action scenarios,” says Meunier. “In this instance, making sure we have integrity of the data right from the start can save a lot of time and effort later on.”

Fast Response In A Dynamic Environment

By connecting data with production processes, Global Shop Solutions ERP software is helping everyone work more efficiently.

Supervisors can now access real-time labor data for work in progress and management can directly relate labor time to **payroll**. They can view certifications directly related to material on hand, and access drawings and quality documents by work order. They can also create dispatch lists by workcenter, and use them to integrate the ship schedule on one report.

Perhaps most importantly, Global Shop Solutions ERP software provides a focal point where all processes come together to provide a comprehensive overview of the business. This improves communication and coordination between sales, production and quality, while enabling everyone to more readily respond to the daily challenges inherent in Creed Monarch’s highly dynamic environment.



A view of Creed Monarch's 80ft tall climate-controlled tower that contains two Kardex Remstar Shuttle XP VLM systems interfaced with the Cribmaster asset control system. This provides off-the-floor storage of a large assortment of machining accessories.

“Through it all, the flexibility of the system stands out,” concludes Meunier. “It gives you so many ways to look at the information, including customizing screens to visually simplify and emphasize pertinent data fields.”

“The service and technical support from Global Shop Solutions are outstanding,” adds Meunier. “They’re quick to respond when we run into a problem, and they’re constantly updating and improving the software. The system gives us a powerful tool for managing our resources more effectively and improving our ability to respond to changing customer demands.”



Creed Monarch’s labor collection accuracy and efficiency was significantly improved with the introduction of 14 free-standing Shop Floor Data Collection stations throughout the production floor, in addition to three additional desktop stations in their tool-making and inspection rooms.



A view of Creed Monarch’s new office addition/front entrance, which allowed for expansion of their production floor that now totals over 150,000 square feet.