

GLOBAL SHOP SOLUTIONS CASE STUDY

Custom Mfg. & Polishing, Inc.

Custom Mfg. & Polishing, Inc. (CMPI) is a custom metal fabrication shop that specializes in ornamental metal work for the architectural industry; single or multiple processing for local stainless steel customers; and sheet and plate metal polishing for customer parts that require outside processing.



An example of CMPI's glass/stainless handrail systems. They can both fabricate and install this type of work on-site.



These metal shards used in this sculpture are CMPI's stainless fabrications.

Located in Springfield, Missouri, CMPI's ornamental work features custom manufacturing of handrails, cabinets and stainless steel countertops, while material processing for stainless steel customers includes large heat exchange and pressure tank equipment for the pharmaceutical industry. CMPI's line of polishing and finishing services includes sheet and plate, spin, pipe, tube and bar polishing.

When the company's old system of accounting software, spreadsheets and manual files began to bog down the production process, management turned to Global Shop Solutions ERP software to lean operations and improve production management capabilities.



Welder fabricating a large tank.

"We selected the software primarily for its flexibility and ease of customization," says Chance Garton, System Administrator for CMPI. "It allows us to handle a variety of types of manufacturing work, all in the same system. It's flexible enough to handle all the different types of work we do, from quick in-and-out processing to huge architectural assemblies."

Eliminating Redundant Data Entry

Having all their production and accounting data in one system paid quick dividends for CMPI. In particular, the ability to capture shop floor data in real time – including labor time and material usage – led to big improvements in job costing.

"With Global Shop Solutions, we can see the bottom line costs of jobs as soon as they're finished," says Garton. "The ability to calculate overhead, combine supply costs, and average labor costs has allowed us to adjust our pricing on many products – sometimes to the customer's benefit but sometimes to prevent us from taking a loss."

Meanwhile, having all the data in one integrated system eliminated the double data entry that was slowing down virtually every area of the business.

“Getting rid of redundant data entry allowed us to move one employee from full-time clerical work to sales,” adds Garton. “It also freed up some of my time to focus on marketing activities to help grow the business.”

Intelligent Data for Improved Scheduling

In the past, CMPI scheduled jobs using a massive spreadsheet that required constant updating and printing of new versions. As a result, scheduling decisions were often made on the fly, and planners struggled to predict overtime. With the **Advanced Planning & Scheduling** (APS) application, CMPI now has complete control over the scheduling process.

“Using APS has greatly improved our ability to finish jobs on time,” notes Garton. “It gives us true visibility into machine and labor capacity so we can make better decisions about moving jobs around and scheduling overtime. Unlike our old spreadsheet, it presents the data in a way that is both intelligible and useful.”

Improved Morale with Better Labor Tracking

Electronically tracking labor time with the system’s **Shop Floor Data Collection** screens has produced more accurate labor costing and improved employee morale.

Previously, workers wrote down their times at the end of the day, rounding up in 15-minute intervals. With Shop Floor Data Collection, supervisors can now track labor time for each job and each employee down to the minute. They can accurately discern when people are doing a good job, and use the data to incentivize employees through the company’s bonus program.



Stainless steel wall cladding for an airport project.



Stainless steel custom light towers for the Branson Landing Shopping Center in Branson, MO.

“Once we started using the GUIs, many employees noticed that their overall efficiency rate improved,” says Garton. “They were excited to be able to show in a more direct way that they were doing a good job. And they appreciate the opportunity to earn a bonus based on their performance.”

A Process of Continual Improvement

According to Garton, Global Shop Solutions ERP software continually creates small improvements that save a few minutes here and there. Over time, everyone ends up working faster and more efficiently. But he also notes many big improvements as well.

For example, the software has enabled CMPI to reduce costly overtime hours. On-time delivery rates have gone up. The company has been able to move several clerical employees to sales work, increasing the sales staff by 30% without adding additional overhead. Global Shop Solutions ERP software has even improved the use of leftover materials.

“In the past, we couldn’t get salespeople to assign leftover materials to a job because they didn’t know where it was or how much we had,” says Garton. “Now we know exactly how much we have and where it is, allowing us to **trim our inventory** by using it.”

Great Service and Support

Garton believes the biggest difference has come from the attitude of self-reliance Global Shop Solutions ERP software has given employees.

“Before, when a customer called about a job, it could take hours to track down the information,” he says. “Now, our customer service reps can instantly access all data about the job, and can usually resolve the issue while the customer is on the phone. The ability to figure things out for themselves is very empowering to our employees.”

“In addition to providing a great product, Global Shop Solutions backs it up with excellent service and support. It feels like being part of a family because you get to know people from working with them on the phone, and they’re always friendly and responsive. It seems like the folks at Global Shop Solutions really want us to succeed.”