

GLOBAL SHOP SOLUTIONS CASE STUDY

Miba Industrial Bearings US (Houston), LLC

Specialists in the repair and manufacture of close tolerance bearings and seals for turbomachinery, *Miba Industrial Bearings US (Houston), LLC* capabilities include both CNC and manual lathe/mill work centers in the service of their customers. They use a variety of standard metals and engineered thermoplastics to produce journal bearings, thrust bearings, interstage seals, and custom parts, in addition to their engineering work in bearing and seal designs, rotor-dynamics analyses, and bearing-failure analyses.



Miba repairs and manufactures precision bearings and seals for turbomachinery.



Production of close tolerance turbo components requires continuous quality assessments to ensure on-time delivery.

"We serve virtually all of the big industries such as chemical, petrochemical, oil production and refining, and the utility industries," states Larry Fisher, Vice President at Miba. "Since 1991, we've served anybody that has large, rotating equipment, whether it's turbines, compressors, pumps, blowers, fans, and so forth. We do offer our own list of products, but at our core we're a service company because that's what it's all about in today's world – it's all about service."

When Miba needed a strong ERP software partner to ensure failproof delivery of parts and services to their customers, they turned to Global Shop Solutions ERP software to save both direct and indirect costs in the myriad other areas of their plant.

As Fisher puts it, "Just about anything and everything a company can do to control costs is what is required to make a profit in business today."

Since switching to Global Shop Solutions ERP software in 2000, Houston, Texas, based Miba has enjoyed the benefits that come with continuity and a service quality that surpasses their needs.

"The support we've gotten out of Global Shop Solutions is very simple for me to express: they've got more support dedicated to us than we've got time or need to use," he says. "That's just what it boils down to, and we know that when we do need them they're ready to help."

Miba workers take advantage of the many [online & virtual training classes](#). It is all part of the continuous improvement process that is integral to the strong relationship between Global Shop Solutions and Miba.

"This philosophy goes all the way back to the time when we considered the big ERP software companies before we decided to choose Global Shop Solutions," says Fisher. "As a matter of fact, one of those companies we looked at has been bought and sold three times since we've had Global Shop Solutions. I can just imagine the transition difficulties there would've been in getting through something like service each time they were sold."

“We probably would’ve had to deal with people we’d never dealt with before, learn a new system or even make sudden changes to the one we already had,” he continues. “But, we’ve known the people at Global Shop Solutions for a long, long time. It’s like a family that’s always there for us, and that’s a pretty good place to be when it comes to service.”

Miba Takes Control Through ERP Software

When you’re a small operation that functions on a very high level for customers, it’s not so much the quantity of goods that you ship out the door; rather, it’s the quality and timeliness of those parts and products. This is particularly true when many of those jobs are very complex in engineering, often requiring dozens of line items in a typical work order. In these situations, even the most organized shop can struggle keeping track of jobs in terms of **scheduling, materials planning, real-time status reporting, and quality output.**

When profit margins tighten, while at the same time a large portion of your business is in “rush work,” shop organization deficiencies become even more pronounced. Miba depends on Global Shop Solutions ERP software to maintain a strong sense of order in the shop and to **control costs** for a competitive advantage in the marketplace.

“It’s a real robust system,” explains Fisher, “For a business our size, it has a lot that we can grow into. Most importantly, it helps us in terms of controlling costs. Basically everything we do on the production side of the business – from the time the order comes into the door to the time we finish it and send it out the door – follows Global Shop Solutions ERP software. From the sales order to the work order to the router, people scanning in on the router in the workcenters, purchasing being done to the job – or to inventory and then charged to the job – we use the ERP software extensively for this sort of **sales/shop control.**”

Shop control that manages throughput and eliminates bottlenecks means that you have a better sense of capacity potential through real-time info and out into the future through forecasting. For this, Global Shop Solutions ERP software brings power and intelligence to Miba’s day-to-day operations.

When a critical component fails in a machine, that machine ceases to function. Operations go down, schedules are disrupted, and the supply chain gets kinked. Within this business model of connectivity, Miba finds itself as a primary factor in quickly helping a customer restore a machine back into production. For Fisher and Miba, getting suddenly broken machines back in service almost always means adjusting their own production schedule – hopefully without extending promised delivery dates.

“With so much of our business being rush work, there’s no such thing as a ‘routine’ schedule,” says Fisher. “Often a job comes in and it’s out in less than a month, a week or, some of it, less than two or three days. Because of this, sometimes our routine now becomes rush work because we’ve had to push routine work back in order to get the incoming rush work out the door. So, if you can’t stay on top of all of that, your costs just tend to wander off on the stuff you’ve had to shove back.”

“Staying on top of all of the scheduling and all of the costs is the most important use of our Global Shop Solutions system because the software helps us keep track of everything: all of the items, all of the time, all of the costs that go with each and every job,” Fisher observes.

Shop Integration through ERP Software Ease of Use

It’s all too common in manufacturing today that an ERP solution is purchased and installed, and only later discovered to be so difficult and unwieldy in implementation that it prohibits a complete integration throughout the operation. In other words, workers who find the software system complex simply don’t use it, therefore eliminating vital production and productivity information for analysis by management.



Miba remains agile in scheduling and accurate in attendance for each job.

To this end, Global Shop Solutions has developed their ERP system to be the most comprehensive, yet user-friendly, job shop system in the industry. Fisher agrees and sees the advantages of shop floor personnel's enthusiastic use of Global Shop Solutions ERP software to help the company control job and costing information.

"It's a real user-friendly system for all of our people out on the shop floor," Fisher explains. "We've been using it so long now that it doesn't even take the new guys coming in very long at all to learn the system. In fact, I don't see very many mistakes in their learning curve. This is particularly true with the [Shop Floor Data Collection](#) system. We have terminals where our guys can scan in on the job, scan in their name for the job, scan into a sequence and even what line of a job they're on. So, everything is simple to access and use; it's live all of the time; and the consistent flow of data makes daily balancing easy for us. Global Shop Solutions helps me here in the administration area because I always know where a job's at just by looking at my computer screen."

Fisher continues, "For example, I can see which jobs are ongoing and who's working them, as well as who's on the clock, but not on a job. When I combine this with advanced scheduling, I can also see where my hot-spots are and what my capacity looks like."

The Miba Experience With Global Shop Solutions R&D

Building a user-friendly ERP software is not something that comes about by accident or overnight. It comes through decades of personalized service to customers and listening to and anticipating their needs. It comes through a dedication to continuous improvement as exemplified by an on-going and sophisticated research and development program – like the one at Global Shop Solutions.

Global Shop Solutions has continually invested over decades and countless hours in the area of research and development, and manufacturers such as Miba experience the results every day in the performance of their shop.

Fisher appreciates Global Shop Solutions R&D when the payback it produces makes its way to the bank.

"Global Shop Solutions advances their product so much through their R&D efforts," he says. "So many good updates and additions to the product means that just because we've been doing things one way doesn't always mean that it's the best way anymore. It's obvious to me that Global Shop Solutions puts more R&D into their software than just about any other manufacturing software developer. They've always got something new going on over there, and I think that goes back to still being a family-owned and operated business. Decisions are made and moved on more quickly – not like a big corporate software business where it could take six months to make a simple decision about changing, improving, or developing something."

For Miba, Global Shop Solutions' dedication to R&D means payback in a positive ROI. It's ultimately a matter of offering big-time ERP for a value that small and medium-sized companies like Miba find attractive for their bottom-line and their productivity. Fisher sums up the feeling that Miba gets every time they interface with the system in their shop, encounter personalized attention in service, or meet a friendly and familiar face at Global Shop Solutions events.

"Global Shop Solutions' been a great partner for us," Fisher concludes. "We're pushing a lot of product and Global Shop Solutions helps us tie everything together in our shop. I really don't know how I would operate without Global Shop Solutions ERP software."