

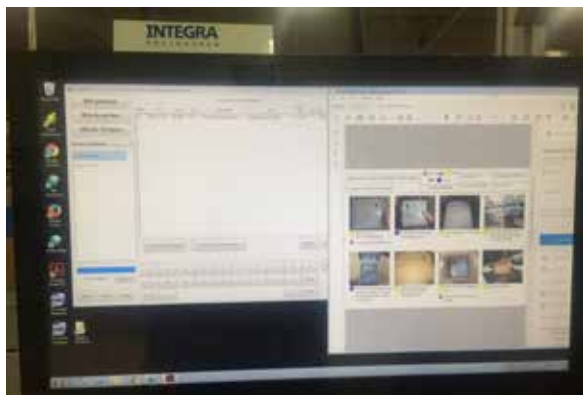
## GLOBAL SHOP SOLUTIONS CASE STUDY

# MUM Industries, Inc.

Headquartered in Mentor, Ohio, *MUM Industries, Inc.* consists of three separate entities that provide comprehensive contract manufacturing services to customers in consumer, commercial and industrial markets.

1. *All-Flo Pump* is a leading manufacturer of dual-diaphragm operated air pumps for industries ranging from oil and gas to food and beverage, mining, construction and general manufacturing.
2. *Integra Enclosures* makes polycarbonate electrical enclosures designed for a wide range of applications requiring enclosures that are non-corrosive, non-conductive, and easy to install and modify. These enclosures are used in products ranging from windmills and solar panels to water treatment products, traffic lights, HVAC equipment and more.
3. *MUM* provides a diversity of design, manufacturing and engineering services to help manufacturers compete more effectively in their markets. These services include contract manufacturing, supply chain management, packaging, logistics and more.

*MUM Industries* efficiently manages all three entities using *Global Shop Solutions ERP* software.



*MUM Industries* employee using *Global Shop Solutions ERP* software to view the active jobs at their workstations.



*All-Flo's A150-NAA Pump.*

### Precise Inventory Tracking In Real Time

As with any *mixed-mode manufacturer*, efficient material handling and inventory management is essential for producing jobs on time and within budget. Previously, *MUM Industries'* lack of an inventory bin system led to cumbersome, error-prone materials movement and inaccurate inventory counts. Getting the right materials to the job on time was a hit or miss process, and managers never knew how much inventory was on hand at any given moment.

Since implementing a bin system and using *Paperless software* called *GS Mobile* to manage materials and *inventory* in real time, *MUM Industries* has completely transformed its material management process. This has resulted in fast, accurate inventory movements and bin-to-bin transfers in real time.

"Material management is very efficient with the mobile scanners and wireless printers," says Ann Marie Yates, IT/IS Manager for *MUM Industries*. "Material handlers receive a pick list, remotely locate the material in the designated bin, and move it right then and there."

“More importantly, they enter the data in real time as they deliver the materials, so they no longer have to sit at a desk and perform manual data entry for something that happened three hours ago,” adds Yates. “Now when we look for a certain material, we know which bin to find it in and how much will be there.”

### **Fast Inventory Counts Save Thousands of Dollars**

Although MUM Industries performs cycle counts in Global Shop Solutions ERP software, they still perform physical inventory counts once a year. However, moving to a bin system enabled them to use GS Mobile to automate much of the counting and data entry process, thereby reducing the time it takes to perform physical inventory counts from 10 to 2.5 days.

“GS Mobile is much faster because it eliminates most of the manual entry from the process,” says Yates. “Upgrading to the CODESOFT [labeling software](#) also made the count go faster. We saved thousands of dollars and hundreds of hours of labor time by not having to shut down for two whole weeks while we count inventory.”

Meanwhile, using GS Mobile to stage shipments has dramatically increased visibility of inventory on hand by automatically allocating parts to an order once it has been staged. In the past, if 10 pieces of a certain material was in inventory, shop floor personnel assumed they were available for use. Now they can instantly see whether some or all of those parts have already been allocated to an order.

“Staging shipments allows us to use our labor more efficiently by eliminating all the hours we used to spend hunting down inventory,” adds Yates. “GS Mobile gives us accurate, real-time bin location for all our materials so we know where everything is and how much we have on hand.”

### **Improving Labor Utilization**

Accurately tracking labor costs has a big impact on any manufacturer’s ability to offer competitive pricing. The [Shop Floor Control](#) application facilitates this process by enabling workers to electronically log on and off jobs for precise capture of all labor hours

“Instead of filling out manual timesheets, our production workers scan their employee cards into the [Shop Floor Data Collection](#) stations to log on and off each job,” says Yates. “This automatically allocates their time to the correct job, and eliminates the errors that can occur with manual time tracking.”

“Having the data in the system also allows us to easily compare actual versus estimated time for each job or job sequence,” she adds. “This, in turn, helps us do a better job of estimating because we know exactly what each job costs.”

### **Keeping On-Time Delivery Rates High**

Low pricing isn’t the only factor in today’s competitive manufacturing markets. Customers also want on-time delivery and fast, responsive service. According to Yates, Global Shop Solutions ERP software provides a diverse menu of tools that help support both – starting with the ever-popular Supply & Demand screen in the Inventory application.

“Supply & Demand is especially helpful to our customer service reps during the order entry process,” she says. “From one screen, they can check BOMs, inventory levels, and anything else that might impact our ability to meet a customer’s requested due date. When customers call with questions about the status of a job, our reps can get instant updates on anything relating to a customer, part or job. In most cases, they can answer customer questions in just one phone call.”



*Pictured is one of MUM Industries’ AF Pump Lines.*

Meanwhile, the **Customer Relationship Module** (CRM) also helps MUM Industries provide optimum customer service. Suppose a customer needs 100 parts within a week. Sales reps can look into the BOM for inventory status, enter the number of parts in the system, and tell right away whether they can fill the order by the desired due date.

“This keeps our on-time delivery rates around 98%,” says Yates, “It also allows us to compete more effectively because we make decisions based on what we know we can do, not what we think we can do. Thanks to the visibility of data in Global Shop Solutions, we rarely make promises that we can’t keep.”

### **Support You Can Count On**

In addition to the many robust business management features in Global Shop Solutions ERP software, Yates also gives the company high marks for its outstanding technical support.

“Whenever I call in with an issue, I can count on receiving timely technical support from a well-trained team,” says Yates. “A while back we had an issue that involved deactivating a number of parts for engineering. We needed a quick resolution, but my account rep was out of the office due to illness. The person I spoke with quickly escalated my issue, and we got it resolved within 45 minutes.”

Yates also appreciates the way Global Shop Solutions constantly updates and improves the software to keep up with the changing needs of its customers. This includes making **custom programs** available to all users through the ARC store, an online library of archived programs that can be downloaded and implemented at no cost.

“I love the ARC store,” says Yates, “ and have downloaded a number of custom applications and dashboards. I recently downloaded and installed a program that enables full bin-to-bin transfers, and we now use it on a regular basis. We also create a lot of custom Crystal reports to format data in different ways. For example, I recently created an open order report by location that highlights in red and green whether or not an order is ready to be fulfilled. I’ve also designed some custom pick lists to streamline the material transfer process.”

“Overall, my favorite feature of Global Shop Solutions is probably its flexibility,” concludes Yates. “Most ERP systems are fairly rigid out of the box. As a result, you have to adapt the way you do things to the way the system operates. The easy customization of Global Shop Solutions gives us a lot more flexibility in terms of adapting the software to the way we do business. That makes a big difference when managing three separate businesses in one ERP package.”