

## GLOBAL SHOP SOLUTIONS CASE STUDY

# Sharp Tooling Solutions

*Sharp Tooling Solutions is a full service supplier for the aerospace, automotive and defense industries, specializing in the design and construction of fixtures and tooling. Located in Romeo, Michigan, the company is AS9100 and ISO 9001 2008 certified, and uses the latest technology to manufacture high quality products for customers worldwide.*



*An aerial view of Sharp Tooling Solutions' facility located in Romeo, Michigan.*



*Exceptional welds and fixtures done by Sharp Tooling Solutions on this car body.*

The custom tools made by Sharp Tooling Solutions' roughly 100 employees take anywhere from two weeks to eight months to finish, with an average of 20+ tools being shipped each week. Sharp Tooling Solutions takes great pride in its quality and service excellence, which includes 100% on-time delivery and quality product rates with Lockheed Martin, Sharp Tooling Solutions' largest customer.

Founded in 1987, Sharp Tooling Solutions operated the business for many years with multiple software applications that lacked continuity and inhibited corporate growth. As the business grew, the management team wanted to improve production processes and forecasting and began searching for an ERP system that would combine their existing accounting-only system and separate third-party timeclock used to collect payroll hours. **Global Shop Solutions ERP software** provided a total system that aligned with Sharp Tooling Solutions' tool-shop manufacturing practices and history of continuous improvement.

"We needed to become more organized and efficient," says Brett Cisneros, IT Manager for Sharp Tooling Solutions. "In particular, we wanted to be able to put our manufacturing processes, **accounting** and **payroll** hours tracking all under one integrated software package."

"To help manage our growth objectives, we searched for a system that would combine processes, eliminate the need to input redundant static data, and help us comply with AS9100 quality requirements for control plans," says Cisneros. "Global Shop Solutions fit perfectly with those goals. We were also impressed with the company's reputation for fast, responsive **customer service**, and we liked the U.S. based technical support."

### **The Right Short- and Long-Term Solution**

Upgrading to a sophisticated **ERP system** can present a lengthy learning curve for shop floor personnel, especially those with little or no computer experience. According to Cisneros, this was not the case with Global Shop Solutions.

“We found the software to be intuitive and easy to use,” he says. “Even so, we took full advantage of the many [training resources](#) made available by Global Shop Solutions to get people comfortable using the software.”

“The training videos and checklists were very helpful when we first starting using the system,” says Cisneros. “And every menu item has an extensive list of helpful tips to refresh employees about certain procedures or guide them through new ones. It didn’t take long for people to learn the basic skills needed to do their jobs, and our employees immediately felt empowered.”

Most important, Sharp Tooling Solutions wanted a complete ERP system rather than having to add third-party programs to acquire new capabilities. Once again, Global Shop Solutions fit the bill.

“What really sold us on the software was that it comes with all the modules offered,” says Cisneros. “Other ERP systems are often purchased in a more a la carte manner, and we didn’t want the time and expense of adding modules and features every time we decide to do something new.”

### **Less Paper, More Customer Satisfaction**

Since [implementing the software](#), the reliance on paper documents and spreadsheets to conduct business has shrunk to a fraction of its previous level. Performing tasks such as quoting, material purchasing and shipping within the system saves time and reduces production errors that can lead to costly rework. In particular, the robust [Inventory](#) and [Advanced Planning & Scheduling \(APS\)](#) modules helped eliminate the majority of redundant Excel spreadsheets.

“We haven’t eliminated all paper on the shop floor, but we definitely foresee see a paperless future,” says Cisneros. “It can be hard to let go of old ways of working even when we know they are holding us back, and at times we assumed the software couldn’t replace some of the documents we relied on. With some additional training on some of the advanced features, we’ve been able to get the outputs we need to do away with paper in most areas.”

### **Continuous Improvement With Global Shop Solutions**

To support Sharp Tooling Solutions’ quest for [continuous improvement](#), Cisneros continues to learn everything he can about the software. He regularly attends Friday Features – Global Shop Solutions’ live one-hour online training classes that focus on a different part of the system each week.

Cisneros also takes advantage of custom programs in the Application and Reports Center (ARC) store. Global Shop Solutions customers can download and install these programs for free to customize screens, reports and processes in their organizations. Cisneros also encourages all Sharp Tooling Solutions employees to review their training documents to build individual and organizational competency with the software.

“Friday Features is like getting free consulting live or on demand,” he says. “The ARC programs are very useful, and we’ve also had Global Shop Solutions create special programs to simplify and automate some of our daily tasks. Any time we want to learn more about how to use the software or do something faster or better, we have plenty of resources to choose from.”

“Sharp Tooling Solutions is in a growth trajectory, and with Global Shop Solutions we have simplified processes and made improvements in quoting, purchasing and adhering to quality requirements,” Cisneros says. “Across the board, those improvements translate to better customer satisfaction.”