

GLOBAL SHOP SOLUTIONS CASE STUDY

Wilshire Precision Products

Founded in 1951, *Wilshire Precision Products* is a government and private industry contractor for high quality aviation and automotive parts, as well as critical research and development projects. They have proven their mettle as a machine shop that continually exceeds customer expectations.



Wilshire Precision Products has been a loyal Global Shop Solutions customer for over 30+ years.



Wilshire Precision Products grinds, mills and turns parts with precision down to five microns.

Of course, in manufacturing “exceeding customer expectations” is much easier said than done - especially when your operation grows as continuously as Wilshire Precision Products. From what was once a small general machine shop in the 1950s and 1960s, the company is now a major precision operation with a vast array of subcontractors dedicated to Wilshire Precision Products. Along the way, President Tom Lewis faced the many challenges common to all manufacturers - controlling costs, constant efficiency improvements, competition from abroad, and expansion of customer base and shop space. When he discovered Global Shop Solutions ERP software, a new world of technology-driven shop management was opened to him.

According to Lewis, “The two main things that our customers care most about are the quality of the part and the fact that it’s there on time. Since implementing Global Shop Solutions, Wilshire Precision Products has grown more than 1,200% with 99.4% on-time delivery and a quality rating that is near-perfect.”

A Complete Quality Control System

In the mid-1980s, Wilshire Precision Products was faced with the choice to modernize or risk falling behind in their industry. With degrees in both architecture and aerospace engineering, Lewis is a visionary who recognized Global Shop Solutions ERP software’s technological innovations as the future standard in shop management.

As Lewis recalls, “Before Global Shop Solutions, a lot of time was wasted in time and **cost accounting**, as well as searching for parts either in the shop or in those areas involving outside processes. It was wasted manpower and job time. Once we moved to Global Shop Solutions, we realized an enormous reduction in wasted time.”

In 1994 when Lewis’ daughter, Dana Ullerich, joined Wilshire Precision Products, the shop was only using half of the ERP software’s capabilities in **shop management**; not realizing how fully integrated the system is. Fortunately, with much help from Ullerich, Wilshire Precision Products was able to quickly implement the entire Global Shop Solutions ERP software as well as train each employee on its use.

“Now, though, the employees train each other,” she adds. “When someone new comes in, I don’t have to worry because a veteran employee just shows them how to use the system. That’s how easy it is!”

Using Global Shop Solutions ERP software, Wilshire Precision Products quickly evolved from handwriting purchase and work orders to using [Document Control™](#), linking every piece of information that pertains to a job (prints, inspection plans, etc.) into the fully integrated database. Having all of that information at their fingertips in an instant made a pivotal difference for Wilshire Precision Products.

"Everything is integrated," Lewis exclaims! "Now we can run about 300-400 jobs at a time, which would be impossible to do on a spreadsheet."

Accountability Throughout the Shop

Today, Wilshire Precision Products operates Global Shop Solutions ERP software through a series of shop floor terminals where all employees are fully integrated into the system. This means that Wilshire Precision Products can perform [immediate scheduling](#) and other operations with instantaneous links to all data necessary for the job. With a multitude of CNC and manual machines as well as a centrifugal casting operation spread throughout the shop and between outside processes, the communication the ERP software provides to the whole operation is an invaluable asset for complete accountability.

Lewis points out that it is this all-in-one and easy-to-use ERP software that differentiates Global Shop Solutions from its competitors.



Wilshire Precision Products' job capacity has increased more than 1,000%.

"Global Shop Solutions, better than any other system out there, gives us a one-shot view of everything that goes on in the company," says Lewis. "We're able to look at work in progress as it moves through the shop, and we're able to review schedules and the individual workcenters. I really like the [Supply & Demand screen](#) that gives us an overview and everything we need to know about work that's coming up in the shop."

Using Global Shop Solutions' indirect router, Lewis and Ullerich are also now able to track employees' red time.

"The router makes sure that if an employee is not logged in on a specific job, they're logged into something in the shop," says Ullerich.

This newfound accountability helps Wilshire Precision Products deliver even more accurate estimates furthering their commitment to on-time delivery.

The complete Global Shop Solutions ERP software real-time data and communication functionality links itself through the entire shop - from estimating to shipping. For example, in terms of [quality control](#), the ERP software's capability for the input and instant display of real-time data from all departments means everyone is always on the same page with any newly emerging specifications.

According to Jason Stern, Wilshire Precision Products' Quality Assurance Manager, "I use Global Shop Solutions for its general oversight capability. The nice thing is to be able to link all of the data through the system. I'm able to bring up blueprints right on my terminal screen to make sure everything is up to the current revision."

Lewis also sees the quality control benefits Global Shop Solutions brings to the shop floor production environment. At Wilshire Precision Products, technique and process are not etched-in-stone, inflexible mandates. When operators see ways to improve upon work order processes, they have the capability to do something about it.

According to Lewis, "If during production an employee sees things they would like to improve on in a job, they can bring over a supervisor and look at that particular operation and the suggestion for improvement. With the flexibility of Global Shop Solutions, if there's a change that needs to be made based upon the recommendation, those changes are made immediately on the work order through the system. Then that information is put back into the original estimate router."

Such system responsiveness lends itself very well to the successful quality controls and quality finished goods found at Wilshire Precision Products.

Fast and Flexible Customer Resource

To compete in an ever-widening global economy, manufacturers today must be proactive. Shortened lead times and reduced margins mean that more and more customers are looking for shops that respond to their changing needs. Global Shop Solutions ERP software has helped Wilshire Precision Products become a fast and flexible resource for their customers.

Lewis agrees, pointing out that, “In the past two years, we’ve gone from handling five-part to 80-part sub assemblies, plus a vendor-managed inventory system and our system handles it perfectly. Global Shop Solutions is a big part of our success.”

Continuing Success

After building a quality business relationship with Global Shop Solutions, Wilshire Precision Products sees only more success with their ERP software now and well into the future. This is especially true as the need for communicating with outside processors increasingly grows through the addition of Wilshire Precision Products dedicated subcontractors.

For Wilshire Precision Products, Global Shop Solutions ERP software brings all the elements to bear in providing the enterprise-wide flexibility, service, and management precision that help them produce the quality products and on-time delivery their customers demand.

Lewis sums up Global Shop Solutions experience with, “Rather than managing the shop, it allows us to spend time on what we do, which is manufacture parts.”