Shat-R-Shield
Made2Manage® ERP

Shat-R-Shield Does Jobs Better, Faster, Cheaper with Made2Manage ERP

Shat-R-Shield's First and Only ERP System

Since 1976, Shat-R-Shield has provided a full line of shatter-resistant lamps and lighting products, including fluorescents, incandescents, compact fluorescents, HIDs (high-intensity discharge), black lights, germicidal lamps, gold lamps and glass globes. If a Shat-R-Shield lamp is accidentally broken, virtually all glass, phosphors and mercury are safely contained within the clear and tough, skin-tight plastic coating. Currently, millions of Shat-R-Shield lamps are on-the-job worldwide for a variety of industries seeking the ultimate, cost-effective worksite protection.

Shat-R-Shield also applies Protect-R-Shield premium conformal coating to all types of printed circuit boards and LED boards to protect them from damaging elements, such as moisture, salt spray, corrosion and organic growth. Protect-R-Shield greatly reduces the risk of premature failure of electronic components.

Made2Manage was the first and only ERP system that Shat-R-Shield has ever owned. "In 1999, the Made2Manage product provided us with all of the basic modules required to run a small business such as Shat-R-Shield," said Roger Leonard, IT manager at Shat-R-Shield. "Since then, we have grown in revenue and added numerous products and modules, especially during the last two years. As our business has grown in the last 10 years, Made2Manage has kept pace with our ERP requirements by providing us with software that provides strong operational improvements, additional productivity modules and future software development."

ROI at a Glance:

Made2Manage ERP helped Shat-R-Shield, a manufacturer of shatter-resistant lamps and lighting products, improve its competitive position. Specifically, Shat-R-Shield has achieved the following results:

- Upgraded from Made2Manage 3.6 to 5.6, improving system performance by 50 percent and improving database accuracy.
- Reduced scheduling time by 50 percent and increased planning visibility by 50 percent by implementing the Planning and Scheduling module.
- Increased job labor accuracy by 25 percent by implementing Made2Manage Shop Floor Manager module.
- Implemented EDI to meet customer requirements and save time.
- Implemented UPS interface, improving database accuracy by 10 percent.

Shat-R-Shield primarily makes standard products under a build-to-stock model but has a substantial engineer-to-order business. "Most of the time we create a bill of materials and routing for an order and process it under normal manufacturing conditions," Leonard said. "But a considerable number of our orders need to be engineered to meet the customer's special requirements. Many ERP systems don't have capabilities for doing things on the fly, so considerable time must be spent to create a bill of materials for one-time use. Made2Manage, on the other hand, lets us create part numbers on the fly without having to generate a complete bill of materials."

Saving Time in Production Planning

Shat-R-Shield used to have a once-a-week planning meeting with four people who spent four hours manually generating the production schedule. Made2Manage Planning and Scheduling module has streamlined this process by combing the system for demand, generating alerts that jobs and purchase orders need to be created and automatically creating a proposed production schedule. The output from this process needs to be carefully checked and often tweaked, but this requires far less time than creating it from scratch.

The planning meeting now consists of only two people who spend one hour validating the schedule, saving 12 hours per week. Shat-R-Shield is now considering upgrading to the Made2Manage Advanced Planning and Scheduling module because of its ability to save additional time by automatically creating the jobs needed to fulfill demand.

The manual effort involved in the purchasing process has also been substantially reduced. In the past, purchasing agents manually went through incoming orders and the production schedule and compared them to current stock levels to identify materials and components that needed to be ordered. Made2Manage now automatically identifies the supplies that are needed and generates purchase orders for approval by purchasing managers.

More Accurate Costing Information

In the past, management handed a stack of job orders to the shop supervisors who then had responsibility for prioritizing them and keeping track of their costs. The problem with this approach was that the jobs were not necessarily done in the order desired by management and cost information tended to be generated after the fact, so its accuracy was open to question.

Shat-R-Shield now uses the Made2Manage Shop Floor Manager module, which schedules the machines according to the priorities determined by the planning team. The production team logs into Shop Floor Manager to obtain each job in the correct order. When the job is complete, the team logs off. The software tracks the exact amount of time devoted to each operation. Shop Floor Manager runs on touch-screen computers at every production workstation, and users can now instantly call up the real-time status of every order.

"Our runs can be from 10 to 5,000 lamps per job," Leonard said. "In the past, if we had six 10-lamp jobs back-to-back, the tendency was for the production manager to lump them together. If the total time on a machine was 30 minutes, for example, he would charge 5 minutes to each job. The downside was that we did not have a clear picture of what our actual costs were. The times recorded by the Shop Floor Manager module are much more accurate. Now that we have confidence in our costs we are doing a better job of sharpening our pencils and winning jobs that we were previously outbid on."

Slicing and Dicing for Better Decisions

Leonard added that Shat-R-Shield uses the Made2Manage Advanced Reporting module to give management and other users throughout the company the information they need with a minimum amount of effort.

"The standard reports provided by Made2Manage are a good starting point and are enough for many companies," Leonard said. "But our internal customers want the ability to slice and dice the information much more finely. They ask us questions such as: 'Why did sales increase recently in the Western Region?' Made2Manage Advanced Reporting makes it possible to simply click on a value and drill down to see what it is composed of, without having to write a report."

In addition, Made2Manage's Electronic Data Interchange (EDI) capabilities save Shat-R-Shield a considerable amount of time. Many of the company's customers send orders electronically through EDI, eliminating the need for customer service to manually enter them. Additional time savings come from automatically sending shipping notices through EDI when the product ships, avoiding the need for e-mails and fax.

Shat-R-Shield also uses the United Parcel Service interface in Made2Manage. "When we create a shipper in Made2Manage, it automatically generates shipping labels and a payable item and then sends the information to UPS to schedule a pickup," Leonard said.

"We are committed to growing our company through innovation and best practice implementation," Leonard concluded. "Made2Manage continues to allow us to grow our business as our customer demand and sales increase. Our growth plans for the company include significantly increasing our productivity, and we can accomplish this at a reasonable cost and with a positive ROI by implementing the various Made2Manage modules. Made2Manage has been and will be with us all the way."