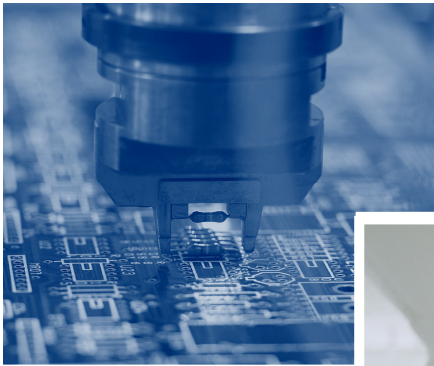


# How to Choose a Manufacturing System



 **Silverware**

## How to Choose a Manufacturing System

When it comes to choosing a manufacturing system, you need more than just product information; you also need other kinds of input to make sound accounting and manufacturing software decisions... and that's what this booklet is all about. How to Choose a Manufacturing System contains the compiled wisdom of software designers, manufacturing pros, and industry technologists, providing timely expert guidance for:

- People who are managing manufacturing manually and need to automate.
- People who are using entry-level software and want to move up.
- People who have old systems and are ready for new technology.

## Should Your Company Buy Manufacturing Software?

This simple test will tell you just how ready your company is to adopt a new manufacturing system.

### 1. Does your company currently use bills of material?

- Yes. Go to question 2.
- No. **Stop.** Most manufacturing companies rely on bills of material (BOMs) to track their material requirements. If you answered "no" to this question, you probably aren't in the market for manufacturing software; instead, a job shop package may be what you need. If you'd like to explore this option further, call Silverware for more information on available job shop solutions.

### 2. Does your company currently have some kind of manufacturing software in place?

- Yes. Go to question 3.
- No. **Stop.** You face a serious competitive threat from other companies that are reaping the benefits of manufacturing systems. Read the rest of this guide and get started on an implementation plan today.

### 3. Has your company experienced huge growth or significantly altered its lines of business in the last three years?

- Yes. **Stop.** Growth or other significant business

changes mean that you're outgrowing your current systems. If your growth path is projected to continue, you need to consider new systems right away to ensure that your current system does not become obsolete.

- No. Go to question 4.

### 4. Does your manufacturing software integrate seamlessly with your accounting software?

- Yes. Go to question 5.
- No. Go to question 7.

### 5. Is your manufacturing software more than three years old?

- Yes. Go to question 6.
- No. **Stop.** If your integrated system was chosen carefully within the last three years, it should be working fine. Before proceeding with a new purchase decision, discuss your situation with the consultant who helped you implement your current system.

### 6. Is there a satisfactory upgrade available from your current software supplier?

- Yes. **Stop.** Contact your software vendor to find out more about upgrading your system right away.
- No. **Stop.** You need to find a new supplier with a more serious commitment to ongoing product development.

### 7. Is your accounting software more than three years old?

- Yes. Go to question 8.
- No. **Stop.** Without complete integration of your manufacturing and financial systems, you won't get the full benefits of computerization. Blame and frustration will rule the day. Be sure to consider only those packages that can demonstrate full integration.

### 8. Is your manufacturing software an in-house package developed by your internal programming/IT staff?

- Yes. **Stop.** Your system was probably developed years ago, before there were so many excellent software packages to choose from. Upgrading your system now will

eliminate the ongoing cost to maintain customized software. As custom systems age, maintenance gets more complicated and often more expensive. But be prepared for a little extra effort, because your IT group may oppose a packaged solution that wasn't developed internally.

- No. **Stop.** Your old accounting system and non-integrated manufacturing package are begging to be retired. The benefits of harnessing new technology can pay big dividends. The earlier you get started on an upgrade and conversion plan, the sooner you'll see results.

## Electronic Commerce

While numerous companies are examining their Internet sales strategies, many are overlooking the roles that accounting, manufacturing, and distribution play in this market revolution. Ideally, your accounting and manufacturing software should be ready for electronic commerce even if your company isn't.

Here's what to look for:

- A complete solution that seamlessly integrates accounting, manufacturing, and Web-based activities in real time.
- E-mail integration so you can begin sending invoices, notifications, and confirmations electronically.
- The ability to publish any accounting or production reports in HTML (the standard Internet format) for publication on the Internet, or more importantly, for internal distribution on your corporate intranet. Many companies have chosen to go 'paperless' by sending documents and reports electronically which in turn saves time and resources.
- The ability to execute payments electronically for payroll or accounts payable. You'll see lower error rates; have more control, and lower costs.
- An interface to capture leads from the Internet and automatically convert them to customer records as well as to process Electronic Data Interchange (EDI) with trading partners. Don't waste time on duplicate data entry of electronic leads and transactions.

- Customer self-service capabilities to give customers access to their order status through your Web site.

## Questions to Ask Your Company

There's never a great time to disrupt your business by implementing a new system. But if you can get everyone on board with the idea of change, you will have a smoother transition process.

Consultants often complain that companies want a new system but don't want to put in any effort to achieve the goal. Even the best, most capable consultant and the most sophisticated software will still need sincere effort from you and your staff if the project is going to be a success.

### Are you willing to accept change?

How well will your engineering group take to a system that was created elsewhere, especially if you have been relying on your own proprietary system? You'll need buy-in, and you'll need to understand how well your new system will integrate into, or work with, any development tools you're already using.

### Is someone in charge of each phase of the project?

Consultants can't carry the entire load themselves when it comes to implementation. You'll need to assign someone from the top ranks (usually the CFO, CIO, or Manufacturing VP), to head up the project. You should also assign a second person (usually from middle management) as a project manager to assist in the process. You may need to restructure priorities during the selection and implementation phases to make sure those you've selected have the bandwidth to get things done.

### Is source code a worthwhile investment?

Some companies need source code and some do not. If you have a staff of in-house programmers and anticipate making extensive changes to the software, be careful to choose a company that makes source code available. On the other hand, if your application is fairly standard and you need to be able to upgrade easily and inexpensively, then you should not pay for source code.

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## Finding a Consultant

Consultants have special expertise—they've been through the process many times before and can help you save time and effort. A consultant can help you choose your software, install any needed networks or hardware, and help ensure the system is up and running by your target date. Your ideal consultant is someone who has installed manufacturing systems at businesses similar to yours. You will benefit substantially from their expertise. A manufacturing software company can recommend resellers in your area who have worked with companies like yours.

### Questions to Ask Your Consultant

#### Have they installed manufacturing software at companies similar to yours?

Ask about company size, number of employees, and nature of the business.

#### Will they provide a list of references?

If the consultant is able to provide you with a list of references, be sure to use it as a research tool. Potential questions you may want to ask:

- *How well did the implementation process go?*
- *How did the consultant handle any challenges that arose?*
- *How would they rate the training (if any) that was provided?*
- *Are they are happy with their new software?*

#### Can they provide a free trial version of the software?

While a software demonstration can be helpful when you're in the process of evaluating your options, what you really need to see goes deeper than what 50 minutes of bells and whistles will show you. Trial software allows you to enter your own data and explore the features of the program. This is a limited use of the software and does require some effort on your part to investigate the product's capabilities.

#### How are the consultant's fees structured?

Find out up front how your consultant handles hours, services, and billing. (See page 5 for more information on figuring consulting costs).

#### Can the consultant provide a complete service package?

As part of your implementation, you'll need training, technical support, and many other services. Look for a reseller who will work with you from start to finish. You don't want someone whose only focus is on selling software.

#### What are the costs involved with adding more users or modules?

When you're running price comparisons, dig a little deeper than initial cost. In addition to considering maintenance and upgrade support and costs, think about how much you'll pay to add on more users. Some packages charge you less than other packages for all modules but gouge you in the cost per number of users, while other companies are relatively inexpensive when it comes to adding seats but charge quite a bit for additional modules.

#### Who is responsible for technical support?

At some point you will need technical support for your new system. Will you call the software manufacturer or the consultant? How much will technical support cost? Find out what the policies are for maintenance, upgrades, and support. Get clear definitions up front. Ask your consultant what you can expect in support turnaround times. Some suppliers allow you to control your turnaround time by purchasing a support upgrade package.

### Questions to Ask Yourself about the Consultant

#### Does the consultant listen effectively?

This question separates the true sales consultants from the peddlers. A true professional will not make recommendations for you without learning about your business and your objectives.

#### Does the consultant communicate clearly?

Avoid resellers who try to impress you with jargon and who immediately start talking about equipment and program features. Your focus during the interview should be on what applications the consultant can provide and how he or she can help you benefit from them—not on details.

### **Is the consultant a good fit?**

You'll be working with the consultant over a period of weeks. You may even end up with a long-term relationship if the consultant helps change and extend your system as your company grows. Choose a consultant who is a good fit with the philosophy and culture of your company. Trust your instincts if you don't feel right. You need someone with whom you feel comfortable.

## **A Tale of Two Consultants**

Let's take the case of a company that installed a new system one year ago. They weren't very organized and had lots of problems. They were busy, so they didn't spend any time researching options and they chose the first product they found. It was relatively inexpensive and the consultant promised it would run on their existing hardware, but declined to do any research. The company spent \$7,500 on the software, \$10,000 in consulting fees, and \$2,500 in overtime. After two months of trying to get the new software off the ground, they were forced to give up and start over, losing \$20,000.

This time they did more research. They found a consultant who took the time to learn what their needs were and then suggested a new system costing \$15,000. The consultant was able to assess that they needed a new server and network connection, which added \$7,500 to their costs, and the consultant fees were \$50,000 by the time the system was fully functional. Training costs added up to \$5,000, but overtime needed during implementation was just \$500 because their consultant worked from an organized implementation plan.

With the new system in place, the company began to see changes. Inventory shrinkage nearly disappeared from a previous rate of 4%, which saved the relatively small company \$55,000 in their first year. Two administrators were redeployed to other departments, saving \$50,000, and overtime costs were reduced by \$15,000.

The purchasing department was resistant to the new system and didn't start using it to its full extent for at least six months. Nonetheless, at the end of a year, they managed to shave a few percentage points off their costs and saved roughly \$25,000 through bulk orders and reduced rush charges. The company is still getting used to the system, so they aren't fully taking advantage of all the features, and yet their return on investment since implementation, has been more than 211% in a single year! Additionally, their sales department reports that they are winning more bids now that they have accurate production cost information, which enables them to be more competitive.

Thanks to the second consultant doing his homework; this company will continue to benefit from new features and improvements in the software.

## Four Mistakes People Make When Buying Manufacturing Software

### 1. Not doing their homework

You're already a step ahead of most people because you're reading this booklet. Many don't have their objectives in hand before they buy.

### 2. Misunderstanding the benefits of automation

Computers do not replace intelligence, judgment, hard work or productive employees.

### 3. Ignoring hard-to-quantify benefits

It's hard to calculate your future gains due to good decisions made from information the system provides, but results can be dramatic.

### 4. Passing the buck

Top management must be involved in the choosing and implementation of the system. A consultant's output is based on the quality of the input.

## Can You Afford to Buy?

The benefits of implementing a manufacturing system are well known and well documented. However, it still may be difficult to persuade the management of your company to part with hard-earned profits for the new system you're proposing. Consider preparing a return on investment (ROI) analysis to help your company decide how much to pay for the new system.

## Start By Categorizing Your Costs:

### Software Costs

These include software purchase or lease, maintenance fees, and add-on products or packages required to adapt the system to your needs. These costs range from about \$7,500 to \$100,000 for purchase, with annual maintenance costs starting at approximately 15 percent of the purchase price.

### Hardware Costs

These include computers, components, networks, and printers. Costs can be difficult to project until you make your software selection. You probably already have most of the hardware you'll need, but you may need to upgrade servers or storage devices to accommodate a new system. For every 25 users, plan on spending between \$7,000 to \$15,000 to upgrade existing equipment, and \$50,000 to \$65,000 to start from scratch.

### Consulting Costs

You'll want an experienced consultant to help you select and plan your system implementation. Consulting fees vary regionally and will depend on the requirements of the implementation, local pay scales, expertise, as well as whether you have a desire to "do it yourself" or to off-load excess work to an

expert. It's impossible to predict exactly how long your installation will take or how much it will cost. However, the list below gives you some ranges to consider.

- Analysis of client needs: 8-20 hrs
- Install network and applications: 5-30 hrs
- Modify procedures for new system: 2-5 hrs per module
- Design chart of accounts, customer files, and vendor files: 10-20 hrs
- Modify system reports: 10-25 hrs
- Train clerical personnel: 10-30 hrs
- Train system administrator: 10-20 hrs
- Document modifications: 5-10 hrs per module

You may have additional costs—and some savings—if your accounting and manufacturing systems are already automated. Data conversion may cost more, but analysis and training may cost less.

### Overtime Costs

During implementation, you and your staff will have more work than usual. You may choose to hire temporary employees to handle some administrative tasks or ask for overtime from your current employees. Plan on 10 to 20 extra hours per week per 25 employees served by the new system.

### Training Costs

You'll need training to get people up and running on the new system. Good training is a logical investment in the success of the project because it will save many hours of expensive backtracking. Training costs are lower than ever, thanks to "virtual" classrooms on the internet that reduce travel time and fit education into busy schedules. Plan for training to take anywhere from 10 to 30 hours per employee.

## Can You Afford Not to Buy?

If you're adding up your costs right now, they may seem huge. However, to complete your ROI calculation, you'll also need to add up the savings your system will deliver. Results vary dramatically from one company to another, depending on objectives and work styles, but a good system will definitely deliver significant cost savings.

### Reduced inventory shrinkage

With the right tracking and improved accountability, a good system can help you keep track of inventory and prevent losses. As a result, more of your purchased inventory ends up in final goods. If you're an average sized manufacturer, plan on reducing shrinkage from your current rates to a rate of about one percent.

### Reduced cost of goods through improved purchasing

With better forecasting, you'll be able to plan your buying to avoid peak pricing, rush charges, and small orders. Based on our customers' experiences, and depending on the products you buy, component costs can be reduced by 10 percent or more, rush charges can be cut as much as 90 percent, and shipping costs can be lowered by 10 to 50 percent or more. Lower costs may also result in improved payment history for your company's credit report.

### Reduced labor costs

With better scheduling and more accessible data, you'll need fewer people to get the same work done. Often, a new system can dramatically reduce administrative costs while bringing overtime labor into check through improved scheduling. Depending on the nature of the company and the current rates of overtime, labor savings ranges from 5 to 50 percent.

### Could your company do better?

Calculate your own ROI by adding up your savings and dividing it by your estimated costs. In our experience, most companies save 10 to 30 percent on inventory holding costs. You can make this quick ROI calculation if you know the approximate value of your present inventory. You may be amazed to learn that many companies find that a new manufacturing system pays for itself in a matter of months.

## Questions to Ask Your Software Supplier

As you narrow the field of software contenders, you'll begin examining the companies more closely to see how well they meet your needs. Consider asking these questions to weed out suppliers that won't fit with a long-term strategy for manufacturing excellence.

### Are the standard accounting modules available for this package?

Look for General Ledger, Accounts Payable, Accounts Receivable, Purchase Orders, Sales Orders, and a very strong Inventory Control module as a minimum set. You may also want to ask each perspective supplier about the availability of additional modules such as Payroll, Fixed Assets, etc.

### Which manufacturing modules are available?

Light assemblers should look for a product that offers features like BOMs, sales kits, and product configuration. Discrete manufacturers should look for Material Requirement Planning (MRP I) and Manufacturing Resource Planning (MRP II) in addition to support for BOMs. Make-to-Order and Job Shop manufacturers will likely need all of these features plus a method for estimating and tracking costs on a project-by-project basis.

### Do the accounting and manufacturing modules integrate completely?

This is a tough question to answer. Just because the modules come from the same company doesn't mean they work together. The accounting company may have acquired the manufacturing modules from another company, and they may not integrate smoothly. Alternatively, just because the modules come from two different companies doesn't mean they won't integrate fully. Some accounting software companies provide open source code and programming standards for developers of add-on modules to follow. Seeing a product demo may be your only way of assessing the level of integration. Check to see that Bills of Material and Manufacturing Orders have solid integration with Inventory Control and Sales Orders. You should be able to maintain inventory items while defining BOMs, and configure orders based on BOMs during order entry.

### **How does the system handle data collection?**

You will need to consider how well a system monitors your critical work areas. Can you monitor production if you're running at 100% capacity for your staff? Has inventory actually been received, and if so, are the counts reliable enough to forecast material requirements? Data collection ties into true manufacturing as well as accounting. How well you collect vital data determines your ability to forecast production information. Data collection is especially important for a company that requires MRP II.

### **What key features set this product apart from others?**

Before you tell the software supplier much about your business, find out what they think their product strengths are. You'll get a good feel for whether or not they design products for companies like yours.

### **What is the R&D budget for the software supplier as a percentage of sales?**

A company that's not putting at least 10% of sales revenue back into product development can't possibly keep pace with technology. You want to buy software from a supplier that's serious about having great products today *and* tomorrow.

### **Does the supplier offer frequent updates and an upgrade path?**

Good software suppliers update their software frequently, making new features and bug fixes available to resellers and customers at reasonable prices. Software is one of the few industries where you can upgrade your product to the newest, hottest version for a fraction of the full price.

### **Is software maintenance available?**

Before you make a purchase, find out if your software publisher has a maintenance program in place that gives you access to updates. For a reasonable price, usually about 15-20 percent of the purchase cost, you should be able to get an annual maintenance contract that provides a continuous stream of product updates and improvements. This demonstrates that the developer has an ongoing commitment to the product and to your satisfaction.

### **Does the system have the capacity to grow?**

If you're not sure how well a system will accommodate your company's needs as you grow, here are some key questions to help you find out:

- *What are the maximum number of customers, vendors, BOMs, or inventory items that are allowed?*
- *What is the maximum number of users that can be working with a particular application at the same time?*
- *Can the software be customized to meet the changing needs of a growing company?*

### **What kinds of reports does the system provide?**

Your system must be able to extract relevant information easily. A system using database files provides virtually unlimited reporting capabilities. Ask to see samples of reports. In addition to standard reports, the product should allow non-programmers the ability to design custom reports using industry-standard reporting tools.

### **Is the system easy to use?**

Many buyers do not spend enough time evaluating ease of use. Yet it will have a dramatic impact on the quality of your implementation. Poorly designed software leads to frustrated users who resort to manual short-cuts. If you want a system that delivers maximum productivity, it will need to be user friendly as well as easy to learn. You want a system that lets you enter information quickly and efficiently. Look for features such as full-screen editing, embedded help systems, and clear prompts. It is important to ensure that production data entry (particularly in sales and purchase orders) does not require excessive mouse use. If the operator's hand must constantly move between the keyboard and the mouse, data entry can be too time-consuming.

You should also make sure the system can handle any situations that may occur on a daily basis. For example:

- *Is the sequence of steps to create a sales order simple and straightforward?*
- *Can you look up vendor information while you are in the middle of posting a line item on an invoice or purchase order?*

- *Can you search the item master file while you are creating a new manufacturing order?*

#### **How does the system handle data validation?**

Data validation dictates how well the program will prevent mistakes from getting into your system. It should test for errors such as duplicate customers and vendors, incorrect item numbers, and unreasonable amounts and dates. The system should notify operators of unusually high quantities or unit prices and offer valid choices to fix errors.

#### **What kind of documentation is supplied?**

The quantity and quality of documentation is an excellent guide to the quality of the software. Look for software suppliers who offer other support materials such as CD-ROMs, tutorials, training guides, videos, and technical reference manuals in addition to basic documentation. Clear, accurate, and useful documentation takes time to produce. Software companies that have a long-term commitment to their users will have outstanding documentation materials.

#### **What kind of training is available?**

As knowledgeable as your reseller may be, nobody knows more about how the software works and how to implement it than the people who wrote it. Ask whether there is a formal training course available.

#### **What kind of security does the system offer?**

The degree to which sensitive functions and reports can be safeguarded through a password protection capability will affect how the program rates in security. Ideally, you should be able to specify which operations can be performed by specific users at specific times.

#### **How many people currently use this product?**

If the company you're researching has sold to a lot of businesses, they're probably doing something right. A large install base is like an insurance policy for users. You can be sure that the product has stood the test of time, satisfied companies similar to your own, and delivered good value. A large install base also generates additional products for you. If the product is popular, you'll find add-on software, worthwhile utilities, a training schedule with convenient dates and locations, and a large number of local dealers who can work with you.

#### **Don't buy futures!**

Don't rely on promises of future releases. Make sure the software you buy already has the features you need today.

### **Six Reasons Why New Manufacturing Systems Fail**

#### **1. A faulty inventory item numbering scheme**

There's a right and a wrong way to set up inventory control when you have more than one supplier. If the program you're using doesn't have multiple supplier capabilities, you won't be able to properly set up Inventory Control to reflect this. Make sure any systems you consider contain a cross-reference between all part numbers.

#### **2. Insufficient control of content for BOM's**

Every Bill of Material needs to be entered correctly from the start, based on specifications received from engineering. Even if the BOM has all of the right components in theory, sometimes in practice quantities aren't exactly what they need to be and then people on the shop floor start to personalize as they assemble. It's critical that engineering and manufacturing communicate effectively over the correct structure of BOMs and that only qualified people are keeping BOMs up to date. Regardless of the size of your manufacturing operation, a robust security system will restrict unqualified people from using certain critical functions of the software.

#### **3. Inaccurate inventory on hand**

One of the benefits of an integrated solution is that you eliminate redundancies in your system. One of the drawbacks is that errors can be compounded. If your inventory on hand is miscounted from the start, the error will repeat itself throughout your system. Manufacturing systems that offer net-change physical inventory functions will make it easy to correct stock counts without having to halt production activities.

#### **4. Lack of agreement between engineering and manufacturing**

Before implementing any system, it is absolutely essential that you reach an agreement between engineering and manufacturing regarding your goals and how you're going to achieve them. It doesn't matter how sophisticated your software is if you don't

have the appropriate buy-in from these two departments. Work with your consultant to develop a thorough implementation plan. Make sure all applicable departments sign off on the plan before you begin installing software.

### **5. Unrealistic expectations of what the system will be able to accomplish**

Know exactly what you want to accomplish with your new system. You wouldn't buy a Chevrolet to race at 200 MPH, nor would it make sense to pay a lot of money for a Lamborghini just to keep it in the driveway. Buying functionality you won't ever need is a waste of money. Make a careful list of the functions you really need, adding a few of those "would be nice" items. Award major points to manufacturing systems that have a built-in growth path, especially if you can test drive advanced functions using your own data.

### **6. Failure to determine the company's needs in accounting, manufacturing, engineering, and data collection**

It is vital that you spend time thoroughly evaluating your company's needs before choosing and installing any system. Get a complete review of requirements from accounting, manufacturing, engineering, and data collection. This is a mandatory step in the process—and one that cannot be skipped. Doing your homework in the planning stages will pay off ten-fold when it's time to connect all the pieces. Ask your reseller if consultation and training is available directly from the software supplier.

## **About Silverware**

With over 20 years of experience, Silverware designs, implements and supports customized business management solutions for mid-sized businesses. Staffed by seasoned professionals with expertise in accounting, software engineering and business processes, we deliver "no compromise" solutions that support the way you work, giving you powerful tools to tackle today's problems and manage tomorrow's growth.

Far too often, companies have to adapt the way they do business in order to work with the business management software they buy. At Silverware, we know that technology's real value comes when it adapts to the way you work. We start with packaged applications from leading vendors that utilize industry-standard architecture and then add modifications and customizations necessary to drive your business model. We utilize development tools and platforms that minimize source code changes making the solution easy to support and upgrade.

Our approach to solving your business problems includes accounting for your company's business culture, staff level and experience, current software, anticipated growth and changing market conditions. We then introduce technology that your people are able to use to improve performance and generate a return on your software investment. We see business software solutions on a continuum and build in flexibility to allow our solutions to adapt to your changing needs.

At Silverware, we combine industry expertise, practical experience, expert software engineering, and training to deliver solutions for your unique challenges and opportunities. We want to help you succeed now and well into the future.



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