



Case Study

PLASTIC PARTS REPLACES ERP, GAINS REAL TIME INSIGHT THROUGH ACTIONABLE REPORTING, PRECISE INVENTORY CONTROL



CUSTOMER PROFILE

Name: Plastic Parts, Union Grove, Wisconsin

Founded: 1966, 2nd generation family firm

Key Focus: single-step, in-mold decorating and labelling of its injection-molded components.

Industries: garden, yard and outdoor power equipment (lawnmowers, snowblowers), transportation (motorcycles, RVs), electronics, marine, household appliances.

Injection Molding Machines: 15

Employees (total): 38 (including 12 operators)

SKUs: 200

KEY CHALLENGES

1. Inadequate, inaccurate, outdated financial/accounting data and reporting
2. Insufficient, unreliable production, inventory and questionable materials data
3. Non-existent machine monitoring
4. Two distinct financial/accounting and production, inventory and materials data bases

THE SOLUTION: CYFRAME

Benefits:

1. Accurate, actionable, real-time financial/accounting data and reporting
2. Real-time reliable production, inventory and materials data
3. Comprehensive plant and machine monitoring
4. Simplified, fully integrated enterprise workflow and dashboards

THE RESULT

Locally and globally, the plastics industry is more competitive than ever, and at Plastic Parts, management has always known that accurate, attractive pricing is the key to long-term success and sustainability.

“Plastic Parts has to consistently deliver quality components at the best possible prices to retain our repeat customers and win new clients,” says Jill Osiecki, CEO, Plastic Parts, who notes CyFrame’s ERP replaced its existing proprietary system and industry ERP in early 2017.



ERP Solutions for the Plastics Industry



Managers need accurate, real-time metrics to precisely cost, and then price a job to meet the needs of both customers, and Plastic Parts itself. CyFrame's data has greatly facilitated Plastic Parts' pricing conversations with clients, because the metrics are objective and understandable. For example, if a specified raw material now costs 60% more, that helps initiate a discussion around replacing that material.

"The facts take the emotions out of the equation and support our explanations and recommendations," says Justin Parietti, quality manager, Plastic Parts. "It helps them understand the price increase will just cover our rising costs not boost our margins."

CyFrame's ERP also provides relevant machine- and job-specific data now that it monitors Plastic Parts' 15 machines, tracking everything from scrap rate, cycle time, downtime, volume and more in real-time.

"I've always wanted machine monitoring, because you need it to cost your jobs properly and my father, who founded Plastic Parts, certainly considered machine monitoring the holy grail," says Osiecki. "It really is the key to costing by job, customer and press and it's the only way to give our customers the best possible pricing."

In plastics, just one of the many industries in which just-in-time is all-pervasive, Parietti knows Plastic Parts has to get it right every time. If not, it's possible, even likely, an

out-of-stock, delayed or substandard component will delay a customer's production and subsequently, its delivery schedules.

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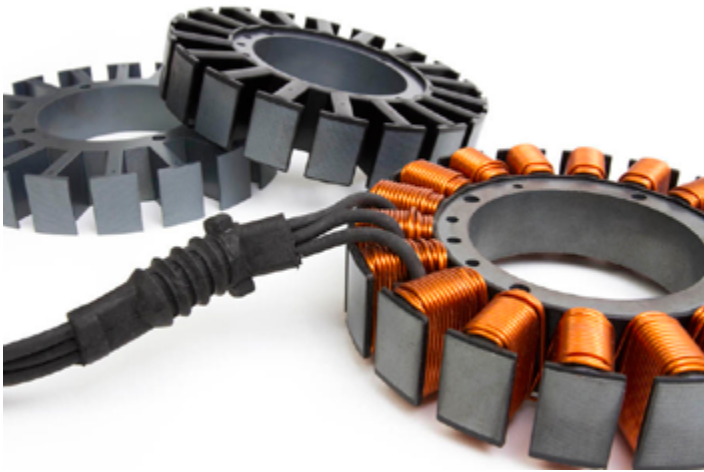
Staying on top of production, materials, inventory and as importantly, quality, comes down to the information that's available to Plastic Parts' executives and employees. It tells them whether they have enough raw material, what's left in inventory and which machines are available to run the job and when.

"Customers really appreciate our new-found, heightened ability to respond to their fluctuating and often highly seasonal demands, since we've started tracking material movement and shipments with scan guns," says Parietti.

Plastic Parts' executives and managers not only rely on these easy-access metrics, they absolutely depend on CyFrame's highly visual dashboards, which leverage charts, graphs and tables for reporting. These dashboards and visual tools make it much easier to understand and process complex information, while also expanding their ability to share and discuss the metrics.



ERP Solutions for the Plastics Industry



"This visual representation of everything that's going on in our factory really supports and enables the decision-making process," says Osiecki.

Of course, Plastic Parts' executives and managers appreciate the dashboards, the graphic reports and metrics, but they're not the only ones. Across the board, employees at all levels appreciate the CyFrame system's ability to show them exactly how they're doing. It lets them know if process and other changes have under- or over-delivered on the forecasted results. It also leads them to what's next on their continuous improvements lists and tracks the company's performance.

"Our employees have always been really invested in our company's success, but they're now more engaged than ever before because the ERP proves just how much of a difference their actions make," says Osiecki.

During the implementation and beyond, Plastic Parts turned to CyFrame to lead and manage the implementation. The leadership team also relied on CyFrame for expert insight and experience-based wisdom regarding hardware recommendations and non-software related issues. Both Osiecki and Parietti note CyFrame is always available to answer questions and troubleshoot.

"We really see CyFrame as our plastics industry IT expert and that adds incredible value because as a small company, we can't rationalize the cost of a full-time, in-house IT employee," says Osiecki. "CyFrame always made Plastic Parts a priority and I'm sure we're not one of their bigger customers."

Out-of-the-box or off-the-shelf – that's the CyFrame ERP and overall, it works exceptionally well for plastics producers just like Plastic Parts. But like so many injection molders, Plastic Parts defines specific terms, such as downtime, a certain way and occasionally, has its own way of doing things and they understand and are receptive to that.

"CyFrame is both flexible and willing to make certain modifications to meet our needs," says Parietti. "Like us, CyFrame is a smaller company, which helps them understand our culture and approach to things. CyFrame and Plastic Parts are a great fit."

CyFrame's improved support ticketing system, which lets customers login anywhere, anytime and even offline, is a significant benefit. It lets users like Osiecki and Parietti track their history and solutions and connect with CyFrame, where and when, it best suits them. The ticketing system also catalogues every issue and resolution in a single repository to maximize client convenience.

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