

APICS Dinner Meeting
Fraser Valley Chapter
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"Improving ERP Systems"

Presenter:
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Tonight's Presentation

- ERP Overview
- Data Integrity
- An "Expression" to remember
- Communication
- User discipline and timeliness
- Keeping the fire burning

Why ERP?

- What is Enterprise Resource Planning?

Communication Is Essential

Here's what the marketing folks requested

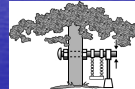


Here's what the R & D folks tested



Tensile Strength

Here's what the CAD code drew very fast



Here's what was manufactured in mass



Here's what sales installed undauntedly



Here's what the customer really wanted



What ERP is capable of providing

- More Profitability
- Efficient Operations
- Improved Customer Service
- Lower Inventory
- Happier, More Productive Employees
- Advanced Reporting
- Financial Accountability
- More ROI

Why ERP?

- What is Enterprise Resource Planning?
- Why are companies hesitant?

The Gartner Group*

- In a survey of 1,000 recently implemented ERP solutions in the mid-market space, we found that ***75% of those customers were unhappy with the results!***

Data Integrity

- Why important?
- How to improve?
 - Review BOM's/Routings
 - Cycle Count
 - Part ID Continuity

An "Expression" to remember

You cannot manage what
you do not measure

What gets measured gets done

What gets rewarded gets done first!

Development of Performance Measurements

- Measurements should be consistent with business strategies, goals, and vision
- Clarify, simplify, and determine source of data
- Engage all organizational levels in development
- Ensure strategic alignment of measurements in all levels
- Collect data for a trial period, review and adjust

Development of Performance Measurements – Cont'd

- Establish performance goals for achievement
- Communicate metrics throughout organization
- Talk up success, encourage continued improvement
- Set challenges for the next performance level
- Periodically review metrics for relevance to strategic plan

Communication

- Does your communication style intimidate or motivate?
- Does it matter?
- Do your people walk into the fire or through the fire?

User Discipline and Timeliness

- Extensive delays in updating the system undermine user confidence
- Cause team members to circumvent the system
- Justify "Work Arounds"

Keeping the Fire Burning

- Continue your education
- Attend APICS dinners
 - Networking
 - Information
 - Rejuvenation

Review

- ERP
- Accurate Data
- The "Expression"
- Communication
- Discipline
- Focus

Questions & Answers

Thank you for your time

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