

Becoming World-Class in Manufacturing

Creating *World-Class* Manufacturers



The average manufacturer generates \$272,000 in revenue per employee—their world-class counterparts get \$462,000.

The typical manufacturer spends 343 hours delivering to customer requirements—world-class performers need only 185.

Each 5-percent increment toward world-class performance creates more than \$3 million in shareholder value for a typical \$50 million US manufacturer.

Challenge Versus Opportunity

Manufacturers are facing more challenges than ever: Global competition. Slow economic growth. Regulatory policies. Rising customer expectations.

Some see these as obstacles—world-class manufacturers see them as chances to differentiate and distance themselves from less innovative competition.

To succeed, manufacturers must constantly revisit business processes and aggressively seek efficiency and quality improvement. Facing rising labor, material and other operational costs, manufacturers need to find new ways to trim expenses. Upstream manufacturers and buyers demand rock-bottom cost, faster delivery and customization. To meet their needs, you must make improvements that strengthen your business capabilities.

Increasingly, it's imperative that manufacturers apply information technology strategically because it has advanced to the point where it touches on so many critical business processes:

- Time to market
- Production speed and inventory control
- Direct and operational costs
- Workflow visibility
- Financial analytics

Part of the Solution: Manufacturing Focus and Experience

To fully realize the benefits of technology and maximize return on investment, however, manufacturers need solutions built specifically for manufacturing, developed by people who know manufacturing.

With tools and processes designed especially for their business reality, manufacturers overcome their challenges and reach a higher level of competitiveness and performance.

We call this world-class.

World-class manufacturers more readily expand their boundaries across new geographic borders and into non-traditional markets. They use automated sequencing and plant-level synchronization to fine tune production and delivery. They focus more productively on core competencies and outsource less profitable tasks. They open truly interactive channels of collaboration that drive more value from coordination with customers, channels and suppliers.

MAPICS knows all this because we have served the manufacturing industry for 25 years. We have helped thousands of automotive/transportation, electronics, industrial equipment, and other types of manufacturers succeed. And our solutions enhance virtually any manufacturing style: Repetitive, make-to-stock, make-to-order, engineer-to-order, assemble-to-order and hybrid.



Working the Manufacturing Cycle

MAPICS people, processes and solutions consistently deliver the scope manufacturers need, touching on all phases of the manufacturing cycle: design, sell, source, make, deliver, service, administer.

Design

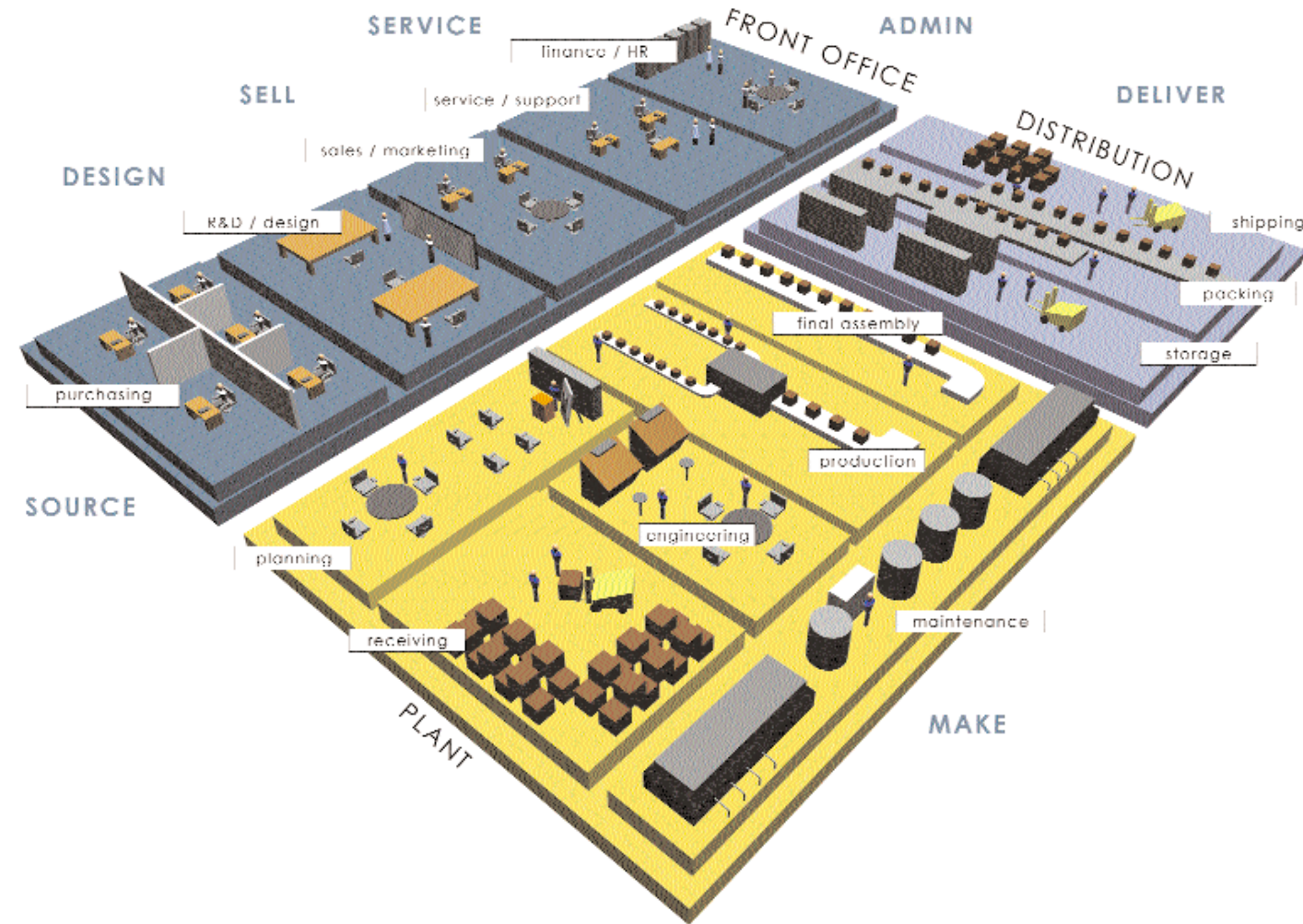
- Product development process management
- Design, conceiving, specification and project collaboration
- Integrated bill of material routing and management
- Document management, change tracking and revision control
- Centralized, multiple-format document libraries
- Approval routing
- Engineering change order and notification
- Cost, manufacturing and inventory analytics

Sell

- Customer relationship management and histories
- Sales and marketing planning and forecasting
- Contact management and lead tracking
- Collateral distribution
- Pricing, quote and proposal management
- Custom order configuration
- Online storefront
- Order and fulfillment processing
- Customer self-service and status inquiry
- Sales performance analytics

Source

- Automated sourcing and supply chain management
- Advanced planning and scheduling
- Inventory monitoring
- Vendor selection and process management
- Purchasing, receiving and inspection support
- Requisition approval processing
- Vendor and purchasing analytics



Make

- Material resource planning
- Labor and outsourcing policy management
- Capacity planning and scheduling
- Shop floor tracking and management
- Work-in-progress visibility
- Lean manufacturing and cellular manufacturing support
- Maintenance and calibration programs
- Quality management
- Kitting and backflushing capability
- Efficiency, utilization and waste analytics

Deliver

- Pick, pack and ship process and documentation
- Fulfillment and shipment tracking
- Distribution management and control
- Site-to-site transfer processing
- Logistics system integration
- Shipment and inventory analytics

Service

- Customer self-service
- Field service workforce and equipment management
- Mobile access and dispatching
- Warranty and service tracking
- Service agreement management and billing
- Return material authorization handling
- Quality and service performance analytics

Administer

- Financial reporting and analytics
- General ledger
- Accounts payable and receivable
- Budgeting and financial planning
- Human resources planning
- Payroll management
- Asset tracking and cash management
- Multiple currency functionality
- Custom reporting

General Manufacturing Industry Keys to Success



Reduce Lead Time



Speed Time-to-Volume



Cut Operating Costs



Exceed Channel and Customer Expectations



Streamline Outsourcing



Manage Global Enterprise



Improve Visibility



The Keys to World-Class Performance

Creating *World-Class* Manufacturers

The logo for 'WORLD CLASS' features the word 'WORLD' in a light blue, sans-serif font above the word 'CLASS' in a larger, bold, multi-colored font. The letters in 'CLASS' are colored as follows: 'C' is orange, 'L' is light blue, 'A' is light green, 'S' is light blue, and 'S' is orange.

Across the manufacturing cycle, MAPICS solutions and services work so well because our offerings are based on a larger understanding of the manufacturers' world. Our development efforts are driven by our recognition that, fundamentally, information technologies must address business problems rather than software problems.

Indeed, MAPICS helps manufacturers focus on improvement in the areas that can have the biggest impact on their operations. Of course, every business has its own unique combination of needs and priorities. But when manufacturers overcome these these key challenges, they strengthen their core competencies—and outmatch the competition:

Reduce Lead Times

In the mind of your customer, a small advantage in order-to-deliver time makes a big impression. MAPICS lets you be more responsive. By tightening supply chain cycle times, to name just one approach, you can improve turnaround and minimize excess capacity.

Speed New Products to Market

Timing is everything. Windows of opportunity open and close quickly. Your ability to innovate is crucial. World-class manufacturers try to make new and improved products, cheaper, faster. And MAPICS provides the collaborative workflows—from design to delivery—that grow market share.

Cut Operations Cost

Everyone is searching for the next wave of efficiency gains to improve the bottom line. Manufacturers are now finding their greatest opportunity in their own sourcing, production and logistics operations. And they profit from MAPICS solutions that integrate business processes, refine planning capabilities and automate transactions.

Exceed Customer Expectations

World-class manufacturers create compelling, long-term customer relationships. They proactively remove the possibility that their customers will go elsewhere. MAPICS helps every step of the way: Estimating accurately. Delivering as promised. Assuring quality. Nurturing loyalty after the sale.

Streamline Outsourcing Processes

Virtually every manufacturer relies, to some degree, on outsourcing. As the global economy presents opportunities, world-class manufacturers look to MAPICS for communication, coordination, planning, visibility, tracking and other key capabilities.

Manage the Global Enterprise

As capital and technology cross borders more readily, manufacturers need tools to manage complex regulations, procedures, partnerships, time zones, languages and currencies. MAPICS drives aggregation, customization, transaction and coordination within the enterprise and worldwide.

Improve Business Performance Visibility

Which products are most profitable? Who are my top clients? How have my suppliers been performing? Is this raw data giving us the big picture, and is it current? How reliable will these forecasts be? MAPICS world-class solutions provide the answers.

MAPICS is a visionary, global software company focused exclusively on delivering collaborative business applications and expert consulting services that help manufacturers become world class.

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