

**PROJECT
SUCCESS**



**How to Choose a
Manufacturing
System For the
Food and
Beverage
Industry**



Business Automation Specialists
of Minnesota, Inc.™

www.bautomation.com

How to Choose a Manufacturing System for the Food and Beverage Industry

When it comes to choosing a manufacturing system, people need more than just product information; they 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 for the Food and Beverage Industry 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 formula or recipe based bills of material?

- Yes. Go to question 2.
- No, then read on... Most manufacturing companies rely on bills of material (BOMs) to track their material requirements. In the food processing industry, these BOMs are based on formulas or recipes. 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. Call Business Automation Specialists 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, then read on... 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, then read on... Growth or other significant business changes means 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 system provide fully automated lot traceability and tracking through all material levels and suppliers?

- Yes. Go to question 5.
- No, then read on... Your ability to respond to a product recall from up or down the supply chain is at risk. This is both a safety and government compliance issue that can't be ignored. You may have other issues in regards to meeting the reporting requirements of the FDA, USDA, HACCP and the Bioterrorism Act.

5. Can your system track costs based on materials consumed by product with varying yields?

- Yes. Go to question 6.
- No, then read on... Understanding product costs and profitability is at the core of effective business management. You should begin planning to implement a system that can support this critical need.

6. Do you know in real time the location and quantity of material in your plant or warehouse at any stage of production?

- Yes. Go to question 7.
- No, then read on... The inability to accurately locate materials at any stage of production can contribute to costly inefficiency through wasted time and effort and possibly missed production. If this is an issue in your operation, you should be evaluating systems that can help you to address it.

7. Can you accurately identify the quantity and timing for materials you need to purchase or make to meet actual or projected demand? In other words, does your system support MRP?

- Yes. Go to question 8.
- No, then read on... Buying or making too much of something will, at best, tie up valuable working capital, and could lead to costly inventory write-offs. Buying or making too little leads to down time and lost revenue. Getting control in this area often provides instant ROI for the cost of a new system.

8. Does your manufacturing software integrate seamlessly with your accounting software?

- Yes. Go to question 9.
- No. Go to question 11.

9. Is your manufacturing software more than three years old?

- Yes. Go to question 10.
- No, then read on... If your integrated system was chosen carefully within the last three years, it should be working just fine. Before proceeding with a new purchase decision, discuss your situation with the consultant who helped you implement your current system.

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

- Yes, then read on... Contact your software vendor to find out more about upgrading your system right away.
- No, then read on... You need to find a new supplier with a more serious commitment to ongoing product development. Now is a good time to take a look at the products available in today's market.

11. Is your accounting software more than three years old?

- Yes. Go to question 12.
- No, then read on... 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.



12. Is your manufacturing software an in-house package invented or developed by your internal programming / IT staff?

- Yes, then read on... 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, then read on... 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 payment electronically for payroll or accounts payable. You'll see lower error rates, have more control, and lower transaction 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.

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 \$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. Fees vary regionally and depend substantially on your desire to "do it yourself" or to off-load excess work to an expert. Plan on 100 hours or more, with rates ranging from \$135 to \$250 per hour.

Overtime costs

During implementation, you and your staff will have more work than usual. You may choose to hire temporary employees, 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 can save many hours of expensive backtracking. Training costs are lower than ever, thanks to Internet "virtual" classrooms that reduce travel time and fit education into busy schedules. Plan for training to take between 10 and 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 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 schedules. Depending on the nature of the company and the current rates of overtime, labor savings can range from 5-50 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.

One Low Cost Option: Hosted Application Services

Application Service Providers (ASPs) host software applications on their servers and rent them to their customers over the Internet.

What are the benefits of using an ASP?

An ASP can give you high-end business solutions at a fraction of what it would cost you to purchase

hardware and software, implement a network infrastructure, and maintain and upgrade these complex systems.

What should I look for in an ASP?

- First-rate solutions and superior levels of customer service and support.
- State-of-the-art software, hardware, and network infrastructure.
- An advanced system for data protection, backup, and recovery.
- Proactive detection of malicious code, viruses, and system intrusion.
- Service level agreements that clearly specify the levels of performance, consistency, and availability.
- Flexible subscription service—monthly, one-year, and two-year agreements.
- 24 / 7 customer support, technical support, regular maintenance and upgrades, and full backup and recovery capabilities.

Look for an ASP that can provide your business with infrastructure management and systems monitoring of your mission-critical applications. An effective ASP agreement will eliminate initial IT capital expenditures and lower your recruiting and training costs, thereby significantly reducing your total cost of ownership.

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, or other vertical modules.

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 Management's input.

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 recipes, and configure orders based on recipes 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 percent 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 an important part of the total solution for a company that requires MRP II.

Is there an integrated CRM Module?

Customer service is an integral part of any business. Easy accessibility of

"back office" information on customer activity, buying habits and payment status will help focus your sales and marketing activity where it will produce the best bang for the buck. Cross selling, up-selling and targeted marketing are a few of the activities that will benefit. Tracking and documented resolution of complaints or special requests can also go a long way towards keeping customers happy.

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 that will work for you.

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

A company that's not putting at least 10 percent 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. 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. Imagine being able to go to a car dealership and have all the features of this year's model added to your existing car! With most products you have to buy an entirely new model or do without.

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 frequent updates. For a reasonable price, usually about 15 to 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, recipes, 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 for samples of reports to see the system's reporting capability. In addition to standard reports, the product should allow non-programmers to design custom reports using industry-standard reporting tools.

Is the system easy to use?

Many buyers spend far too little time evaluating this aspect of the software. Yet ease-of-use will have a dramatic impact on the quality of your implementation. Poorly designed software leads to frustrated users who bypass the system or resort to manual short-cuts. If you want a system that delivers maximum productivity, focus on how easily your employees can use it.

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 orders 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 all the situations that will come up on a day-to-day basis. 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? Can you add inventory items while you are in the middle of creating a manufacturing order?

How does the system handle data validation?

This capability dictates how well the program prevents mistakes from getting into your system. The program should test for errors such as duplicate customers and vendors, incorrect item numbers, and unreasonable amounts and dates. Your system should notify the operator of unusually high quantities or unit prices for certain types of items and offer valid choices along with the notification message.

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 tend to develop and provide outstanding documentation.

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 in your plant than the people who wrote it. Ask whether there is a formal training course available for you and your staff.

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

Calculating Consulting Costs

Consulting fees will depend on the requirements of the implementation, local pay scales, expertise, and more. It's impossible to predict exactly how long your installation will take or how much it will cost. The list below gives you some ranges to consider.

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

security. Ideally, you should be able to specify which operations can be performed by specific users at specific times. With a good system, you should be able to set it up so that your assembly technician cannot see costs on the BOMs, but so that your production staff can.

How many people currently use this product?

If the company you're buying from has already sold many units, they're probably doing something right. People vote with their checkbooks, and it's a good idea to give a popular product a serious look. 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 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!

A salesperson's promise of future releases is sometimes not grounded in reality. Make sure the software you're buying has the features you need today.

Questions to Ask Your 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 that 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.

Has the consultant installed manufacturing software at companies similar to yours?

If they have, ask about company size, number of employees, and nature of the business.

Will the consultant provide references?

Ask for contact names and be sure to call and learn about their implementations.

How are their fees structured?

Find out up front how your consultant handles hours, services, and billing.

Can they provide a service package?

As part of your implementation, you'll need training, technical support, and 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 adding more modules for existing users?

When you're running price comparisons, dig a little deeper than the 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 will gouge you in the cost per number of users, and vice versa.

Who is responsible for technical support?

At some point you will need technical support. Will you call the software manufacturer or the consultant? How much will it cost? Find out what the support policies are. 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.

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.

Do you think you can work with the consultant?

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 your company's philosophy and culture. Trust your instincts if you don't feel right about the consultant. 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 they had lots of problems. They were busy, so they didn't allocate enough time to do research before they chose a product. They ended up choosing the first package they evaluated. It was a relatively inexpensive software package and the consultant promised it would run on their existing hardware. They subsequently spent \$10,000 in consulting fees trying to get it working. During this two-month process, employees were taken off task and the company paid an additional \$2,500 in overtime. But the system just wasn't getting off the ground. After losing \$20,000 in unrecoverable expenses, they started over.

After more diligent research, the second consultant selected a system costing \$15,000. A new server and network connection added \$7,500 to their previous costs, and the consultant fees were \$50,000 by the time the system was fully functional. While training costs added up to \$5,000, 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 four percent, which saved this 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. Still, at the end of a year, they had shaved a few percentage points off their costs and saved \$25,000 through bulk orders and reduced rush charges. The company is still getting used to the system, so they haven't fully taken advantage of all the features. And yet, their return on investment in a single year has been more than 211 percent! Plus, their sales department reports that they are winning more bids now that they have accurate production cost information, enabling them to be more competitive.

Because the second consultant did his homework, this company will continue to benefit from new features and improvements in the software.

Questions to Ask Your Company

There's never a great time to disrupt your business by implementing a new system. But if everyone's on board with the idea of change, you'll find smoother sailing as you get the system up and running. Even the best, most capable consultant with 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 from everyone in your company. Your employees will need to understand how well the new system will integrate into, or work with, any development tools they'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 a project champion from the top ranks (usually the CFO, CIO, or Manufacturing VP), and a project leader from middle management. You may need to restructure work priorities during the selection and implementation phases to make sure your project leader has the time they need to get things done.

Six Reasons Why New Manufacturing Systems Fail

1. A faulty inventory item numbering scheme

Consider a company that has two sources for one ingredient. Even though each supplier has its own part number for the item, the company didn't map out its own part numbering scheme properly. As a result, the item appears to be out of stock even though there are still plenty of the ingredient on hand from the other supplier.

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.

2. Insufficient control of content for bills of material

Every BOM needs to be entered correctly from the start, based on specifications received from engineering. Even if the BOM has all of the right ingredients in theory, sometimes in practice, quantities aren't exactly what they need to be and 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. And the last thing you want is to be forced to close down for several days to do a physical inventory in order to identify discrepancies and reset your on-hand quantities. 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. Determine your goals and how you intend to accomplish them. It doesn't matter how sophisticated your software is if you don't have appropriate buy-in from these two departments. Work with your consultant to develop a thorough implementation plan. Make sure everyone in engineering, manufacturing, and management signs 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 travel 200 m.p.h., nor would it make sense to pay a lot of money for a Lamborghini just to keep it in the driveway. Buying functionality that you don't need is a waste of money. Award major points to manufacturing systems that have a built-in growth path, especially if you can test-drive advanced functions using your own familiar 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 the requirements in 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 are available directly from the software supplier.

About Business Automation Specialists of Minnesota, Inc.

We are a business automation solution advisor. We team with our clients to help them achieve their business objectives through appropriate application of business automation software. We focus on business process and consulting to streamline procedures, increase effectiveness and meet new challenges.

These business practices enable our clients to be more effective and accomplish more. Our methodology focuses on understanding your business objectives, critical needs and personnel capabilities. With this understanding we enable you to align your operations and strategies with a fully integrated business solution. This alignment heightens your competitive advantage in your market; strengthens your niche position; improves your core value presentation to your customers and eliminates business bottlenecks to meet your customers' requirements. Hundreds of customers have proven our methodologies since 1985.

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