

Capital Safety's Master Schedulers Keep Up with Double-Digit Sales Growth Like Champs!

"Since we adopted these tools, we've had double digit sales increases year after year, but we've not had the need to increase our headcount. We manage 10 more production cells now and do so with the same 8 Master Schedulers. And, we all enjoy a great work-life balance now."

-- Moggie Brady, Supply Chain & Materials Process Leader at Capital Safety

When Capital Safety US enjoyed their expected Spring surge in sales in 2010, they fully expected it to level off, as it normally does.

Moggie Brady, Supply Chain & Materials Process Leader at Capital Safety, was a Master Scheduler in 2010. "When the Spring surge hit, it hit hard, and it didn't stop," she says. "We saw the normal 10-15% growth become 35% growth and stay there the rest of the year."

Capital Safety, a leading manufacturer of fall protection and prevention equipment, has 20,000+ SKUs, with more than 300 of those available for velocity shipment (same day shipping if ordered by noon). "You can imagine the responsiveness our manufacturing team needs to have to meet that every day," says Moggie.

The eight Master Schedulers had a two hour response goal to get back to customer service with schedule information. Since they had top-to-bottom scheduling and purchasing responsibility, they could not realistically pull in resources from other parts of the company to lend a hand. Needless to say, their work-life balance was, in a word, unbalanced.



"I would spend my day on customer service requests and all that entailed. At the end of the day, I would pick up my baby, play with him, feed him, and put him to bed at 8:00. From 8:00 until midnight, I would buy my parts. The sheer volume of work during the day didn't allow me the time to do the most basic and important function of my job. This was true for all of our Master Schedulers."

Moggie explains during this time they worked to eliminate waste in their processes. They made some internal changes that gave them more control and greatly increased the reliability of the data. They also realized they needed to find ways to streamline some of the QAD processes. The lack of total visibility in QAD's BOM review and the excessive steps needed for PO placement were creating non-value added steps and presenting potential failure situations.

That's when they discovered 32 Soft's Data Loader technology. Together Capital Safety and 32 Soft developed what has become 32 Soft's Production Planner and Replenishment Workbench Data Loaders.

With the Production Planner, Capital Safety could get real-time access to QAD data and instant visibility of work order quantities, available resources and planned demands – all in easy-to-use Excel spreadsheets. This makes it easy to analyze demands and requirements and compare them with scheduled production and quantities.

“The most beautiful thing to me,” exclaims Moggie, “is that after you have reviewed your data, you can add a yes or no with the click of a button to determine which of the work orders you want to release. You press another button and those work orders start to print, just like that!”

Replenishment Workbench allows the Master Schedulers to download all their QAD MRP messages into Excel spreadsheets for easy review and decision-making. Once purchasing decisions are made and approved, the system automatically generates purchase orders and either transfers them directly into intercompany sites or emails them to external suppliers. Just as automatically – and safely, easily and accurately – they can upload all their purchasing data back to QAD.

“When we introduced Replenishment Workbench, I actually received high-fives from my co-workers,” laughs Moggie. “That may seem funny, but this was life-changing for us. In fact, since 2010 when we adopted these tools, Capital Safety has had double digit sales increases year after year, but we've not had the need to increase our headcount. We manage 10 more production cells in 2016 than we did in 2010, and do so with the same 8 Master Schedulers. And, we all enjoy a great work-life balance now.”

The combination of the Production Planner and the Replenishment Workbench Data Loaders helped Moggie and each of her fellow Master Schedulers reduce the normal 2-3 hour planning/buying task to 20-30 minutes – a 70% efficiency gain for PO creation.

Not only that, Capital Safety realized their ROI in less than a year, had basically no learning curve because the Data Loaders are Excel-based, and they were able to eliminate failure modes in data entry.

To find out more about these and other Data Loaders go to <http://www.32soft.com/excel-loaders-for-qad/>

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