

California Gasket and Rubber Corporation

These are busy times for *California Gasket and Rubber Corporation* (CGR) of Gardena, California. As new airliners are developed and manufactured, the hoses that must reliably conduit fuel and hydraulics are demanded for both the prototype and finished stages of production. Old airliners are maintained by cash-strapped companies to maximize their lifespan by using a continuous flow of replacement gaskets and hoses in their routine servicing. And so the story goes around the rest of the technological world - where there's a seal or fluid/gas transport need, there's a gasket or hose. From 747s to GTOs, from military gas masks to swimming goggles, a CGR part is probably in it somewhere.



Breathing vent gaskets for military and civil emergency services personnel are a major production line of CGR.



CGR hand-assembles their custom manufactured rubber O-rings to the inside of client supplied metal O-rings.

CGR Seals Growth with ERP Software

With a couple of large manufacturing divisions to manage, Scott Franklin, Vice President of Operations for CGR, has always had to corral large quantities of shop data - from purchasing and payroll, to inventory and shipping. When the transition was made to the computerized storage and processing of the information, Franklin first chose to produce a custom software system designed specifically for their needs at that time.

As Franklin remembers it, "We were using a proprietary planning system. We had a programmer and were writing all of our manufacturing and sales software in the Unix environment. Basically, we had computerized all of the manual forms and shop-related functions."

But, when this system proved to be far too inflexible for the company's growth-induced requirements, they looked for an ERP system that could expand with them as their business increased. In early 2002 they discovered the benefits of using [Global Shop Solutions ERP software](#) in their daily operations.

Where the Rubber Meets the Road at CGR

To Franklin and the management of CGR, the ERP software provided by Global Shop Solutions came not a moment too soon. In addition to the day-to-day manufacturing output of the plant, CGR was developing more and more proprietary "recipes" or formulas, for their rubber materials. This was vital information that not only had to be continuously safeguarded, but, at the same time, had to be made instantly available to the shop floor.

As Franklin explains, “Our recipes are our secret of success here at CGR, and the mixtures need to be readily at hand when production begins. Global Shop Solutions ERP software was able to design a system to securely store this information, to have it quickly retrievable, and, most importantly, have the process function painlessly. From the start, Global Shop Solutions ERP software was a very flexible system, and that was particularly good for us. It meant we were never completely boxed into a certain way of doing things, like many other ERP software require. Global Shop Solutions was determined to help us improve our way of doing business.”

Global Shop Solutions ERP software ushered in innovative business practices that made the entire CGR operation more efficient and, ultimately, more profitable.

“In a lot of ways, having Global Shop Solutions ERP software has forced our employees to think about the way they do their jobs, and about manufacturing in general,” says Franklin. “Our employees are now more cost conscious, more process and procedure aware, because of Global Shop Solutions.”

For CGR management, Global Shop Solutions ERP software produces a greater range of real-time shop floor data with which they can make rapid and pivotal production decisions. It is a hallmark of Global Shop Solutions that system-wide integration of their ERP software will produce a higher level of **business intelligence** than is achievable through basic information storage, or through other ERP software that have their data storage and retrieval segregated by departments.

“For management, Global Shop Solutions ERP software made me change the way I think about our operations and our business, and to think about things I’d never thought of,” states Franklin. “For example, the estimating procedure we use through Global Shop Solutions, and that we use for everything, accomplishes much more than our old computerized estimating system did and in a completely different and more efficient way. We live and die in the **estimating application** - it’s the core of our business as a job shop that produces custom products. Our Global Shop Solutions ERP software makes the estimating operation completely accurate and efficient in production. The estimating module of our Global Shop Solutions ERP software is of paramount importance to us.”

CGR Certification and the Global Market

As it is often said when you are ISO you say what you do, do what you say, and then prove it. When it came time for CGR to go ISO, Global Shop Solutions ERP software was at their side, providing the means to collect the all-important documentation needed to make the certification process go that much smoother. In fact, the sheer volume of paperwork and massive amount of time usually spent in ISO qualification means time spent away from actual production operations. Global Shop Solutions ERP software makes the ISO Cert process, and the subsequent running of ISO jobs, as quick, **paperless**, and accurate as possible.

“Global Shop Solutions ERP software helps our employees focus on the documented procedure,” says Franklin. “Global Shop Solutions has been pivotal in letting us know when our procedures have been right on the money when working ISO jobs, and for letting us know if we’ve been off a bit in process.”

Another important contribution to the CGR way of doing business is found in purchasing and inventory control. For a multi-division company, where each division is continually a vendor to the other, keeping track of not only **inventory**, but the data flow resulting from the orders, is a tall task for any ERP software. Global Shop Solutions ERP software passes the test with CGR.



CGR Operations Vice President Scott Franklin shows finished gaskets to Global Shop Solutions Founder Dick Alexander.

“We have two divisions inside of CGR that operate completely differently from one another - one labor intensive; the other is material intensive,” Franklin says. “We do a lot of intercompany sales, and for this our Global Shop Solutions ERP software is the best we’ve ever seen. We use Global Shop Solutions to keep track of the information flow and inventory management. When the gasket division treats the rubber division as if it were a customer and a vendor, and vice versa, Global Shop Solutions makes it all quick and easy to manage. Also, the costing structures of our gasket, rubber, and hose divisions are completely different from each other, and Global Shop Solutions works equally well with all areas in dealing with their differences, helping us keep track of what’s going on.”

The Big Picture

CGR is on the move both in America and across the globe. In particular, their business is growing strong through increasing hose division orders at the OE level from Central and South America. Add to this their exports to Canada and Italy, and you have the formula for successful corporate globalization.

For practically every phase of production, Global Shop Solutions ERP software is a vital part of what makes CGR succeed.

“Global Shop Solutions is so important to everything we do here, it’s hard for me to put to my finger on any one aspect as being more important to us than the other,” says Franklin. “Each application is so integrally tied together with the others, so functionally efficient in this regard, and it is this quality of Global Shop Solutions ERP software that really helps us most in our day-to-day operations.”

Franklin points out that Global Shop Solutions ERP software has had a very positive impact on their on-time delivery. Features, such as the On-Time Delivery Reports and the Executive Dashboard, are helpful in keeping their customers happy. For a company like CGR that has multiple events occurring constantly, Global Shop Solutions ERP software is the vital business tool that makes order out of chaos. It’s a new way of doing business, and Franklin welcomes the change.

“Global Shop Solutions has helped our company succeed because it has really forced us to think about what it is we’re doing, rather than just blindly going about the busy work of day-to-day production,” concludes Franklin. “With Global Shop Solutions, we’re able to sit back and think about what we’re doing, how we’re doing it, and ultimately discover the right way to do it.”



CGR finished custom hoses for modern airliners are prepared for shipping.



The CGR shop floor throughput is facilitated by Global Shop Solutions ERP software.