

GLOBAL SHOP SOLUTIONS CASE STUDY

Enoch Precision Machining

A family-owned company founded in 1949, *Enoch Precision Machining* designs and manufactures a wide range of precision machine parts for industries ranging from aerospace to sporting goods and clients ranging from Fortune 500 firms to emerging businesses.



Enoch's headquarters in Clackamas, Oregon.



One of Enoch's automated machines.

Operating out of 48,000 square feet in Clackamas, Oregon (just outside Portland), Enoch's 100+ employees utilize more than 80 automated machines including multi-spindle automatics, CNC turning and machining centers, Swiss type automatics, rotary transfer machines and more than 50 secondary machines to produce more than 3.5 million parts each month.

Enoch also offers special services to assist their customers with just-in-time production and [inventory management](#). These include an exclusive vendor-managed inventory program, domestic versus international sourcing coordination, and GAP cycle flow, whereby Enoch provides design and production services that enable customers to better determine product flow during the early phases of production. As a result, Enoch has a track record of being able to meet or beat many offshore quotes in terms of total cost – a key factor in its ability to compete on a global basis. Another key factor in Enoch's ability to compete is the Global Shop Solutions ERP software it uses to run its entire operation.

From Stone Age to State-of-the-Art Scheduling

When Enoch purchased Global Shop Solutions ERP software in 2003, management decided to implement the software in bits and pieces rather than utilizing the full system. This included continued use of their manual scheduling system rather than the [Advanced Planning & Scheduling \(APS\)](#) application.

The manual system, which consisted of metal boards with color-coded cards affixed to hanging tabs, proved too cumbersome to work well with Global Shop Solutions ERP software's online work orders and routers. Enoch soon switched to an Excel spreadsheet system, which turned out to be less of an improvement than expected.

In 2007, a new CEO made it a priority to begin taking full advantage of Global Shop Solutions ERP software, including the APS module. Since switching to APS, Enoch has gone from a full-time scheduler to only needing two to three hours a day for the scheduling process. In addition, the process/manufacturing flow has become much more consistent and predictable.

One of the biggest benefits of APS has been the improvement in their secondary operations, says Rob Poyser, Director of Logistics for Enoch.

“From a scheduling standpoint, our secondary processes are just as important as our primary, but we ignored them in the past,” says Poyser. “With Global Shop Solutions, we have complete visibility of how our primary processes drive our secondary processes, and can schedule our secondary machines accordingly.”

No Broken Promises

In addition to fast, efficient scheduling, Poyser appreciates Global Shop Solutions ERP software’s ability to disseminate information throughout the company in a timely manner.

He uses the ERP software to create custom dispatch lists that allow operators to review their work flows and see what’s coming up on their machines without leaving the shop floor. He uses Crystal reports to create daily printouts for all cell leads. And he makes frequent use of the materials constraints feature to ensure that operators don’t inadvertently start a job before the materials are available.

The **Customer Relationship Management** (CRM) application gives sales staff instant access to all information they need to handle customer inquiries in one call. For example, CRM enables sales staff to look at a machine group, see the workload on it, and instantly tell customers whether or not Enoch can make their delivery date.

“Global Shop Solutions keeps us from promising things we can’t do,” says Poyser. “Or, depending on the customer, we’ll promise it anyway and then figure out how to do it. Global Shop Solutions gives us the tools to decide what we want to do, why we want to do it, and what the outcome will be.”

Improved ROI Across the Board

Once management made the commitment to fully utilize Global Shop Solutions ERP software, Enoch began realizing significant returns in all areas of the business.

The installation of **Shop Floor Data Collection** stations has greatly improved the ability to track direct labor to work orders.

Having operators electronically clock on and off jobs has eliminated a huge amount of manual data entry while providing more accurate production data. And the work-in-progress screen has helped to reduce indirect labor costs by identifying problem areas on the shop floor in real time.

Chuck Schroeder, Director of IT, points to positive returns in non-shop floor areas as well. Purchasing is now automated, resulting in fewer man-hours and lower costs. Installing Shop Floor Data Collection stations in the shipping department has eliminated manual paperwork while simplifying activities such as packaging and sending parts out for sublets. Global Shop Solutions ERP software has even helped to reduce administrative overhead. As older employees have retired, the efficiencies created by the ERP software have made it possible to perform those job functions without bringing on new employees to replace them.

“When we moved to Global Shop Solutions in 2003, we tried to force the system to do things the way we were used to doing them,” says Schroeder. “Eventually we realized we would never get much of a return with that approach, so we had a **Global Shop Solutions Consultant** help us rework how we use the system. Once we got over that hump we began to see real dividends from the software.”

“We constantly strive to improve how we use the system, and are currently looking into going **wireless** in some areas to further enhance efficiencies. Now that we’re using all its capabilities, Global Shop Solutions has become an indispensable tool that runs our entire business.”



An Enoch employee using Global Shop Solutions ERP software.