


10 Questions Every Global Shop Solutions User Should Ask Every Year to Grow Your Business

By Mike Melzer
VP of Operations & Service
Global Shop Solutions





Taking regular inventory of parts, materials, tools and other manufacturing essentials is vital to achieving a smooth workflow through the shop floor. But how often do you take inventory of how well you're using all the tools available in your ERP software?

Our goal as your ERP provider is to simplify your manufacturing so you can continually get better at what you do. Asking yourself the following 10 questions at least once a year can help identify areas for improvement that will significantly increase your return on investment. When it comes to growing your business, it could be the most important inventory you take.



1 Do I know my costs?

If you can answer “yes” to this question with confidence, skip to question 2. If the answer is “no,” read on.

Inaccurate job costing often results from inefficient manual tracking processes that can lead to excessive rework and overtime, guesswork when quoting, and losing jobs due to high labor costs. The [Job Costing Accounting](#) module, or FLOOOM as it is commonly known, captures costs with remarkable precision by measuring cost components by Freight, Labor, Overhead, Outside Services, Other and Material.

This module lets you track labor time and costs down to the minute, identify labor mistakes and correct the costs as soon as they happen, perform daily balancing, and track inventory and production costs in real time. When you know exactly what everything costs you can price parts competitively and profitably while quoting jobs with speed and accuracy. Stop leaving money on the table by guesstimating costs.

2 Do I know my inventory?

Precise inventory tracking improves every aspect of your production process. When you use the Inventory module jobs don't ship late due to material outages. Lot bin tracking provides complete traceability of parts. Cycle counting lets you purchase and use inventory more cost-effectively.

To produce faster, more accurate inventory counts, use system-generated labels to correctly identify inventory when consuming it into jobs or shipping to customers. Barcode inventory to facilitate real-time mobile transactions and scan during physical counts. Avoid stockouts by using the Automated Purchasing screen to buy inventory based on material requirements, planning functions, and purchase history.

When you use all the inventory management tools in your ERP, you know exactly what you have in inventory and where to find it.



3 Can I flow my inventory and operations data to an accurate financial statement?

Manual transfer of production and costing data is a leading cause of incorrect financial statements. Shop Management modules and screens monitor and report on all aspects of your shop – including inventory, labor, and production – ensuring the right data ends up on your financial statements.

Faulty numbers can still find their way into your statements through careless data entry on the shop floor. When employees forget to log out of a job or stay logged in while wondering what job to do next, labor costs get skewed. Sloppy inventory management results in unreliable inventory costs. Failure to close jobs as soon as they are completed can wreak havoc on the numbers in many different areas.

Shop Management helps identify and correct financial mistakes caused by data that is incorrect or hasn't been entered. As many of our customers say, "If the data isn't in Global Shop Solutions, it didn't happen." Close each job as soon as it's done, correct mistakes when they happen, and the proper data will flow into your financial statements every time.

"If the data isn't in Global Shop Solutions, it didn't happen."

4

Do I have real-time labor and material data from the shop floor?

If you don't have access to real-time data, you're making decisions based on the past rather than current information. [Dashboards](#), [Key Performance Indicators](#) and [TrueViews](#) provide access to data mere seconds behind what is happening on your shop floor.

Lack of real-time data can cause a host of problems ranging from materials arriving late for jobs to idle employees wondering what they should work on next. Using tools like wireless data entry, inventory labeling, barcode scanning and bin, lot, heat and serial number tracking, your inventory data is always current.

On the labor side, Shop Management modules and Shop Floor Data Collection screens (often called GUIs) let you manage and measure labor performance in real time by employee, department, workcenter and more. This allows shop floor managers to make in-the-moment decisions regarding job priorities and personnel deployment, so jobs are shipped on time.

Dashboards, Key Performance Indicators and TrueViews provide access to data mere seconds behind what is happening on your shop floor.




5 Have I registered every user for Friday Features?

When we talk continuous improvement, it applies to personnel as well as production processes. Every spring and fall, Global Shop Solutions offers free weekly webinars designed to teach ERP best practices, new features, and process improvements while making employees better users of the software. These webinars cover a wide range of topics, from scheduling and financials to job costing, labor balancing, inventory, quality control and more.

Make sure every single person in your business who uses Global Shop Solutions ERP is registered and attends webinars applicable to their job. It will make them and your company better.





6 How will my business change if my ERP software becomes my most valuable asset?

Let's jump to the bottom line: making your ERP your most valuable asset will give your customers what they want – a quality part delivered on time every time.

Over the years we've seen remarkable transformations in customers' businesses. Dramatic increases in on-time delivery by automating scheduling. Getting parts through the shop faster by making sure employees know what to work on next. Getting quality right by managing it in real time rather than after the fact. Winning more quotes based on knowing true job costs. Growing sales by improving customer service and knowing which jobs lose or make money.

Take the time to set-up the system, improve the data, update your processes, and follow best practices. Then watch your business become the best it can be.

7 Do I know what products and support are available from Global Shop Solutions?


If you haven't talked with your Customer Success Manager (CSM) – a dedicated representative who serves as your main point of contact – give him or her a call. Your CSM can help walk you through any products, modules, Dashboards, or screens you aren't currently using to make sure you're getting the most out of your ERP.

Browse our website, [YouTube channel](#), and [GSS Help](#) to find out more about each ERP module and application. Attend a training. In addition to Friday Features, we offer ACCs, ERP Boot Camp, Game Day, Virtual One-on-One Trainings and more.

The Customer Care Team is your next line of defense. This group of individuals is available 24 hours a day to take your ServiceWeb tickets and phone calls for maintenance and support. They work tirelessly to help answer your requests.



Our Customer Care Team is available 24 hours a day to support you.



8

Do I know what professional services are available from Global Shop Solutions and have I budgeted Continuous Improvement spend?

Our Continuous Improvement Team offers almost 40 professional services to help simplify your manufacturing. This team can help identify areas for improvement that will make your day-to-day life and use of our ERP easier. Below are just a few services we offer:

Professional Services

- Financial and Operations Health Checks
- On site consulting for topics specific to you
- GAP Analysis Process Review
- Process Audit
- Virtual Controller

Technical Services

- [Integrate](#) your ERP and other software applications
- Tailor screens to fit how you do business
- Special development based on your specific processes

[Check out all they can do to help you improve.](#) You can also speak with your CSM to see what service they recommend you start with. From there, we encourage you to add continuous improvement to your budget. Technology changes rapidly, and you must stay ahead of it by identifying areas and budgeting for them.

9

Did I budget sending a power user from my company to the annual ERP User Conference?

You should have at least one ERP power user: someone who knows your ERP system inside and out and can train others throughout the company. Send your ERP power user (and anyone who can benefit from the huge list of training sessions) to the annual ERP User Conference. It's the place to get exceptional training, learn from our ERP experts, and network with other users. You'll be amazed at the increases in speed, productivity, and innovation throughout your business.

10

When is the last time my employees met with someone from Global Shop Solutions?

It takes a village to succeed with ERP. If you're not getting the buy-in and support from your team, it could be because they haven't had the ERP training and education they need. Whether it's a facility visit from one of our Consultants, participating in a training option, or engaging in one of our many professional services, your employees and your business will benefit from direct contact with our team. They will inform and guide you through your ERP system, answer your toughest questions, show you parts you're missing in the system, and more. It's always a good idea to pencil in time each year to meet with our experts and make sure you're getting the most out of your software.

The key to success with Global Shop Solutions ERP is knowing all the modules and resources available to you and getting good at using them. If you're not answering each of the 10 questions with a "yes", give us a call at 1.800.364.5958 and let us know how we can help.



ABOUT THE AUTHOR

Mike Melzer serves as VP of Operations for Global Shop Solutions and is a 20-year veteran of the company. As a graduate from The Colorado School of Mines, Melzer is an unparalleled leader, coaching the industry's top talent to ensure the continued success of Global Shop Solutions customers.