



Gas Pipe Manufacturer Needs Automated Data Collection

This Midwestern company was in desperate need for overhaul of their data collection systems throughout the plant.

Poor Customer Service

"Frankly, we excel at poor customer service," reported this plant manager. "And it isn't due to poor quality. It is quite the opposite; they love our products - when they can get them."

"One day a very influential customer called the company President and told him that if we couldn't ship faster, then he was taking his business elsewhere. The President called me into the office and simply said, 'Solve this problem now.'"

"The crux of the problem is that our products require constant measuring and recording of data. This is a very time consuming process. We had a small Windows application that collected most of what we needed. Besides not working very well, it wasn't integrated and required us to sweep the machines every night with a floppy drive to transmit the data!"

The Need for Speed

"We not only need to collect this data during the manufacturing process, but we also need to attach the raw component testing results - both from the original manufacturer as well as our internal testing - to the shipments. All in all, it generally took three days from production of finished goods to placing it on a truck. Needless to say, our customers were not very impressed."

"That's when we called Poiema to discuss enhancing Titan to help."

Titan was already thoroughly integrated throughout most of this manufacturer's enterprise and other manufacturing facilities. When they called us to discuss the situation, it was agreed that Poiema would build a real-time data collection system that would run the entire facility.

Lofty Goals

The requirements were bold and sweeping:

- 100% Integration with the rest of the enterprise.
- No duplicating data entry - anywhere
- Complete redesign of all manufacturing floor paperwork
- All data must be real-time
- The system must run 24/7. All of the time.
- Bar codes must be used for all data entry whenever possible.

824 Ranch Ave • Stillwater, OK 74075
405.334.5249 • poiemainc.com

- Data must be collected, stored, and available for reprinting or viewing for **50 years**.
- The entire finished goods management must be done with bar codes and, oftentimes, in inclement weather. The total area of the pipe yard is 18 acres.

Training

Due to ISO certifications, a solid training regimen was a significant part of the implementation. You don't turn a plant's operating environment upside down without having everything in place.

"Poiema insured that our documentation and manuals were correct and ready-to-go. We were also quite impressed with the high degree of user buy-in they were able to secure. Everyone, from the floor to the pipe yard is impressed with the system."

The Envy of the World

"Without question, we got everything we wanted and then some. Poiema really did an outstanding job for us. Our customers are amazed at our speed and efficiency, our President is well satisfied, and our employees think the world of the system."

Products Used

- Software: Titan
- Modules Installed: Accounts Receivable, Accounts Payable, General Ledger, Inventory Management, Order Processing, Purchasing, Bills of Materials and Routings, MRP, Production Activity Control, Data Collection, EDI, and Titan Utilities
- Printers: Zebra
- Scanners: Symbol
- Users: 40 Concurrent
- Environment: High Availability Continuous Extrusion
- Inventory Items: 500+