

SAP Customer Success Story Fabricated Metal Products - Wire Springs



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Ms Rhonda Willson, Executive Chairman, JWS.

AT A GLANCE

Summary

To stand out against the competition John While Springs (S) Pte Ltd needed an IT system to support its inventory management and provide better forecasting capabilities. Since John While Springs implemented mySAP™ All-in-One it has enjoyed improved customer service, the ability to forecast based on real information, as well as better resource management and operations efficiency.

Website

www.jwsprings.com

Industry

Precision spring and wireform design, development and manufacturing

Key Challenges

- Unable to turn data in previous system into useful information for decision-making
- Deployment of resources could not be based on timely information and sometimes best-guessed
- Lack of integration of overall business operations

Project Objective

- Integrate inventory management and accounts on a single system
- Build a scalable global system that enables real-time retrieval of data for all manufacturing sites
- Better service to customers that surpass the competition

Solutions and Services

- mySAP All-in-One
- FICO (Financial and Cost Controlling), MM (Materials Management), WM (Warehouse Management), QM (Quality Management), SD (Sales and Distribution) and PP (Production Planning)

Why SAP Solution

- SAP is a renowned, reliable brand
- Impressed by industry knowledge of best practice and the professionalism of Ledge Consulting, SAP's partner

Key Benefits

- Improved logistics management
- Full and complete information of entire business operations
- Ability to do trending and forecasting based on real information
- Better customer service

Implementation Partner

Ledge Consulting Pte Ltd

JOHN WHILE SPRINGS (SINGAPORE) PTE LTD

John While Springs leverages on mySAP™ All-in-One for better analysis and deployment of resources in sustaining its competitive edge in the industry

As a player in the global arena, John While Springs (S) Pte Ltd (JWS) faces rapidly changing situations and to compete more effectively, it has to consistently upgrade itself and prepare for the future.

“Our industry is global, with international customers, suppliers and competitors. We need to work hard to keep our customers. People think of springs as a commodity but after meeting us and better understanding our capabilities, they appreciate how we add value to their supply chain. In the end, we are service-oriented as you can't deliver just a piece of bent wire,” says Ms E. Rhonda Willson, Executive Chairman, JW Group of Companies.

The company adopts a complete business solutions approach, working closely together with its customers from the concept and design of spring applications in their new product models, through the pre-manufacturing stage and assembly line manufacture to when the end product is delivered.

“There is a fair amount of time spent working on the design and pre-manufacturing stages, working on a FMEA (Failure Mode Evaluation and Analysis) model to pre-empt potential problems for our customers, working with them to ensure that everything goes smoothly,” explains Ms Willson.

As JWS strives to become a leading player in the industry, it is crucial for the organisation to better manage the resources it possesses and optimise them for valuable output. An effective Management Information System would enable fast and accurate retrieval of information about the entire business operations so that informed and timely business decisions can be made. This would enhance JWS's value-added services to its clients and help it surpass the competition.

An integrated ERP System

With this service-oriented approach in mind, Ms Willson needed an ERP business solution that could help her drill-down through the large amount of data and convert it into information.

This would then help her make decisions in resource management, acquisition of technology and know-how for current and future needs of the organisation

“Our old system wasn't giving us what we wanted. We were not being supported at all by the previous software vendor. We had no software patches, no upgrades available and it was not able to scale. We knew we had to look for something different,” says Ms Willson.

Springing into action

The solution for JWS came in the form of SAP's mySAP™ All-in-One.

“We got feedback from the ground of SAP's good reputation and that it is a great company. They had a proven track record and are reliable. That's why we chose to go with SAP,” says Ms Willson.

JWS deployed mySAP All-in-One, incorporating some of the best business practices in channel partner Ledge Consulting's HighTech-One solution. In all, seven SAP modules, FICO (Financials and Cost Controlling), MM (Materials Management), WM (Warehouse Management), QM (Quality Management), SD (Sales and Distribution) and PP (Production Planning) now handle JWS business processes.

“Ledge spoke the same language as us. They understood what we wanted and we felt that they had a sense of ownership and commitment towards our project. Ledge had a very clear roadmap and was able to configure our system based on our needs,” says Ms Willson.

Better resource management through SAP

Ms Willson is extremely pleased with the initial results of mySAP All-in-One.

She now has a wealth of information on which she can leverage. This is a far cry from the past, when Ms Willson could only make her business decisions for the future by ‘the seat of the pants’.

“Five years ago, nobody could tell me how many of each type of spring was being made, what the sales figures were for each spring type or from which machine, or which spring gave the best return on investment. Now with mySAP ERP, we are getting real information about spring manufacturing. It makes it easier to allocate resources,” says Ms Willson.

With the system integrated throughout the company, the company's logistics are also better handled.

“There is now less stock and less raw material left over. With the latest set of accounts, I can see the number of springs manufactured, and where improvements are needed in our range of machinery,” explains Ms Willson.

Admittedly, there was some adjustment as staff familiarized themselves with the new system. Right after implementation, all data had to be re-examined, and some had to be crosschecked individually, notes Ms Willson. This was because the old system had not been as rigorous as that from SAP, and JWS had initially assumed that the data requirements for the new SAP system would be similar.

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The previous system had also been less structured, allowing staff to take shortcuts in their work processes. While the workflow appeared shorter, it often meant that the audit trail was more disorganized. Implementing mySAP All-in-One has created standardized requirements that make JWS' business operations more disciplined and well managed.

Planning for the future

Impressed with the current benefits from mySAP All-in-One, Ms Willson hopes to use the new system to further strengthen her company's foothold in the industry.

mySAP All-in-One currently enables forecasting to be done and in time, Ms Willson aims to develop detailed scheduling of production orders with the help of Ledge Consulting.

But the priority is rolling out the SAP solution overseas. JWS has a manufacturing plant in Shanghai and a new plant near Bangkok that will soon be operational. Plans to replicate SAP at these two sites have been formalised. When that happens, the JW Group of Companies will see the full benefits of an entire integrated system, as, at a touch of a button, Ms Willson and the Board of Directors will be able to discern the pulse of the on-going businesses. Timely strategic decisions can be made, a crucial advantage in business today.

Ultimately, mySAP All-in-One has enabled JWS to streamline and integrate its overall business operations. This has led to a better management of resources, resulting in higher productivity and efficiency within JWS, and improved levels of customer service.

