

SATURN INDUSTRIES
Case Study

For Saturn EDM, Protected Flow Manufacturing™ Improved On-Time Delivery from 50% to over 90% in a few weeks without extending leadtime!

Facts at a Glance

Solution: Scheduling

Challenge: On-time Delivery

Product: PFM

Industry: EDM Electrodes



"In the first couple months using PFM, our concentration was to just get rid of the backlog of late orders. Now, since February, 2018 we've run four months in a row where we've been 90% or better on-time with all of the orders coming through the door. That's a dramatic turnaround!" - Rory Lee, Business Development Manager

Saturn Industries, Inc., a leader in the design and fabrication of EDM (Electrical Discharge Machining) electrodes and tooling, offers a full range of the finest Isomolded and Extruded graphite products. Saturn is dedicated to the aerospace, automotive, glass, medical, molding and power generation industries.

Saturn recently solved a customer service problem that had been plaguing the company. According to Rory Lee, Saturn Business Development Manager, “We have been using the same ERP system since 2002. Although it was cumbersome and required a lot of manual scheduling, it was comfortable, and everyone was used to it.”

“However, on-time deliveries began to suffer to the point where very demanding key customers called sometimes twice a day to ‘make sure’ their orders would be on time. Our first-in-first out system was a problem to the point where we were delivering about 50 to 60 percent on-time monthly. Worse, customers told us they didn’t believe us! We had to do something.”

“We’re ISO Certified, as are many Saturn customers. On-time delivery percentages are an important element for ISO certification. Clearly, we had a problem.”



"As the backlog continued to grow, ever-more frequent production scheduling meetings and high-priority expediting was not doing the job. In mid-October 2017, Saturn installed Protected Flow Manufacturing(PFM). By December 2017, deliveries improved to 71percent. January 2018 on-time deliveries were up 78 percent. February on-time shipments have hit 89 percent – and climbing!"

Protected Flow Manufacturing At-A-Glance

PFM is very different than a traditional scheduling system which would play back a static schedule that had been calculated at an earlier date and time. PFM is Shop Floor Execution Software that examines each available production order at that moment, determining which can ill afford to wait longer.

PFM simulates the effect of issues that arise impacting resource capacity and material availability that are likely to occur in the future. It uses bill of material, production routing, available capacity and inventory data to present solutions that allow the user to adapt to those issues that do occur. Together, execution and predictive capabilities enable custom, make-to-order manufacturers to deliver to their customers as originally promised.

To deliver all orders on time, it is imperative that the resource work on that production order next. This mechanism provides the very best opportunity to deliver all orders on time. It also reduces the amount of time any order spends waiting to be worked on, which decreases delivery lead times and increases the velocity of cash into the company.

"Now," Mr. Lee concluded, "we have much better control of the production floor, the backlog is shrinking, and we're not hearing from customers quite as frequently asking about their orders. In our busy manufacturing environment, one person now manages scheduling. Best of all, we're keeping our promises!"

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► **January 2018 on-time deliveries were up 78%!**

► **February on-time shipments have hit 89 percent – and climbing!**



Contact Us

for more information or to schedule your demonstration of how Protected Flow Manufacturing can help improve your company's bottom-line results today!



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