



“What flipped-my-switch to favor VISUAL during the selection process was that the system’s central starting point is production scheduling. All the other systems started from an accounting perspective – which just didn’t meet our needs.” - John Phillips, Vice President of Operations

Infor VISUAL ERP Provides Critical Visibility for Driving Phillips Precision Medcraft’s Growth. Phillips Precision Medcraft made the leap from scheduling and managing production manually to having near-real time status on production at the click of a mouse.

Phillips Precision Medcraft takes great pride in its manufacturing prowess and the systems that power it. The system it relies on to drive its business is *Infor VISUAL ERP*.

“The Manufacturing Window is our window for gaining visibility to all our operations,” says John Phillips, Vice President of Operations. *“We’ve built our world around it.”*

Building that world was initially met with resistance in the company that his father and mother founded. *“Everyone was used to doing things the way they’d always been done. It was a fight every day for first three years. But I knew that one day my parents were going to retire, and we had to be ready to manage without them.”*

Says Jeff Salerno, Quality Assurance Director, *“The software actually proved instrumental in breaking down the old culture. People began to take note of the information that was available to help them make better decisions. We wouldn’t have been able to move the company forward without it.”*

Phillips is more adamant, *“We’d have gone out of business without it.”*

“The database behind the system is a gold mine. It’s invaluable for the information and reports that you can get out of it. Getting a pulse on the business – whether it’s day-by-day, month-by-month, or year-by-year, it’s all there.”

And it’s available anytime, from anywhere, 24/7. *“I can be with a customer in Ireland, and with internet access, I can pull their job status up in front of me. The company principles can also go off to Palm Beach, but be reassured, if need be, by going online to see what’s been shipped that day,”* Phillips says.

Phillips used to have to stay late at night working at the office – missing time with his family. Now he can go home and have dinner with them, and go online after they’ve gone to bed, if need be, to attend to any remaining issues of the day.

Phillips Precision received ISO Certification (13485-2003) in December 2007. ISO 13485-2003 details performance standards for quality management in the medical devices and related products sector.

“VISUAL Quality (VQ) enabled us to organize ourselves and manage the ISO certification process,” Phillips said. *“It would have been impossible to achieve without the software.”*

The system helps schedule, coordinate, and track 2,000 jobs and 20,000 operations that are routinely processed daily. *“There’s a lot going on out on the floor,”* he says. *“There’s no way we’d be able to manage that volume with a notepad.”*

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