

Surtel Technologies

- Case Study -

Process improvements by implementing JD
Edwards Engineering Change Management



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Solution Summary

Our client is a global, world class manufacturer of premium quality products for both branded and private label categories. They upgraded from an earlier version of JD Edwards to EnterpriseOne this last year and wanted to find ways to better utilize their ERP software. The Engineering Change Order (ECO) process was identified as an area to improve efficiencies. Engineering changes to bills of material were done manually with little traceability back to the original change request.

Surtel implemented the Engineering Change Management module which provided visibility of the original change request and automated the process to update the bills of material. Cost savings were achieved by improved efficiencies and in the time required to implement the ECO request. Operational risks were reduced by increased accuracy when implementing engineering changes.

Solution Profile

This Case Study discusses the ECO process improvements provided by implementing the JD Edwards Engineering Change Management module.

The assignment began with carefully studying the client's current process and identified several potential opportunities for improvement. The client processes an average of 100 ECO change requests per month. The bill of material is maintained manually. ECO requests are e-mailed and implemented on different schedules. Some are implemented immediately, when approvals are required, they may be implemented in 5-10 business days. New product introductions will have a longer implementation cycle. Tracking and identifying the status of the ECO request was time consuming and the data was not readily available in one place. It was not easy to go back and determine when an ECO was implemented and which items were affected by the ECO. Bill of material maintenance was time consuming, especially when common components were used in many bills of material.

The client's ECO process involved two key elements. The first is the maintenance of bills of material, second is the manufacturing notes required for the shop floor and packaging process. These notes print with the work order and shop floor paperwork. The client uses the Supplemental Database to maintain and store the manufacturing notes. Timely implementation of changes to both the bill of material and notes are critical to the ECO implementation. The decision was made to incorporate the maintenance of the manufacturing notes into the ECO Bill of Material Population process. To accomplish this, a custom modification was designed and implemented into the JD Edwards ECO Population process.

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After the JD Edwards ECO process was implemented, all ECO change requests were processed by the system. This provided for an effective means of tracking the change requests before and after implementation. Improved visibility helped identify when a change request was implemented and the items impacted by the change. The most important benefit received was the timely, automated maintenance of the bill of material and manufacturing notes.

Distinguishing Feature

Surtel strives to provide their clients with a strong return on investment when implementing customized solutions. We deliver custom configured solutions for every client, incorporating software modifications for strategic process gaps only. Our JD Edwards knowledge, proven methodologies and business solutions enable our clients to be successful. We are experts at training, mentoring, and knowledge transfer. Our goal is to implement quickly, provide knowledge transfer and turn over support to our client's staff.

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