

THE CHALLENGE

Replace customized Parts Tracking System

BUSINESS RESULTS

- **Visibility** – comprehensive parts tracking from receiving to warehouse to the final point of consumption.
- **On-time deliveries** – as real-time work order and parts tracking helps minimize production delays.
- **Enhanced reporting of KPIs and order status** – providing a boost for continuous improvement efforts.
- **ERP customization avoided.**

Aircraft Manufacturer's Logistics Team Gets Boost from NaviTrak



The Challenge

A US-based world-renowned manufacturer of business jets and military aircraft planned to upgrade their ERP system, and faced a “make vs. buy” decision for the parts management functionality — customize the ERP or buy a standard product that worked with the ERP.

Coordinating and documenting the production of all the parts and subassemblies used to build an aircraft is a complex process. It is essential to have individual parts identification and traceability, and to know the location of every part and the stage of completion of every subassembly. The manufacturer needed to cost-effectively create compliance reports to meet customer and regulatory reporting requirements. As well, they have to be thorough while staying efficient and responsive to change which requires tremendous amounts of information and a high degree of granularity from the production plants.

Previously, the aircraft manufacturer had to develop a custom parts management add on to their ERP system; they wanted to avoid the costs and delay another customization would add to their ERP upgrade project.

They found the NaviTrak product from Serenic Software International was the perfect solution. As a long-time customer of Serenic Software, the manufacturer knew and trusted Serenic Software's product quality and track record of exemplary service. They were delighted to learn that Serenic Software's NaviTrak product met their needs for parts and work order management.

The Solution — Serenic Software NaviTrak real-time parts and work order tracking system

The NaviTrak system was installed onsite and ready to be tested within a week. Training of the employees at multiple locations took place over the next two months so that the go-live went off without a hitch. The manufacturer reports: "The NaviTrak system works really well — we've already become to depend on it because it gives us the insight we need, when we need it."

NaviTrak allows the manufacturer's logistics personnel to track ERP-generated orders for parts movements across all their delivery routings — between different facilities in multiple sites. Parts movement is initiated and captured regardless of whether it is for standard order fulfillment, dock-to-stock, cross-dock, non-production receipts, or expedited deliveries.

The manufacturer has gained tremendous benefits from NaviTrak:

- **Higher productivity and more efficient processes:** Faster location of lost or misplaced parts and increased performance for expediting tasks.
- **On-time deliveries:** Using real-time parts location and work order delivery receipts to display the current stage of production; logistics and corporate personnel know the work order status and can identify potential delays and bottlenecks to virtually eliminate lost or delayed deliveries.
- **Wider, more flexible access to KPIs:** NaviTrak's web-based reports and inquiry tools make the data accessible across the enterprise so personnel can monitor Key Performance Indicators (KPIs) which are used in the manufacturer's Continuous Process Improvement programs.

Highlights of the business jet and military aircraft manufacturer's implementation:

- **Deployed at supervisor and manager work stations,** NaviTrak provides web-based reporting of order status and parts location, historical information, delivery KPIs and data collection.
- **Handheld, wireless shop floor data collection terminals,** running NaviTrak to track parts movement, receipt and consumption.
- **Large screen monitors,** dubbed 'hot boards' displaying current order status.
- **Data management, ERP and DBMS interface** to manage data collection and synchronization, ensure data integrity, and a seamless interface with the ERP system.



USA | Canada | UK
info-ed@serenic.com
www.serenic.com

NORTH AMERICA: (+1) 604.273.9146
UK: +44 1635 521140

