

# Viridian Glass & Empower Job Scheduling & Factory Productivity Software Case Study

(Auckland, New Zealand) (4/05/2016)

Empower - For progressive Joiners, Engineers and Other Manufacturers.



***"Our overall estimated factory productivity increase will be 30% to 35%... I am confident that many other of our operational and financial KPIs will be positively impacted by Empower Software"***

Core Products Manufactured (or Core Business)	Viridian Glass is a leading provider of residential and commercial glass throughout New Zealand and Australia. Our glass services cover everything from energy efficient double glazing, shower screens, splashbacks, pool fences and balustrades through to our Euroglass premium fittings. Our manufacturing includes: cutting, laminating, toughening and glass machining, also double glazed unit manufacturing. We also provide a nationwide contract glass installation service
% Production is custom made - one off designs (each job different to the last)	100% of our glass is manufactured to order
Any Key Background Information	Viridian Glass is owned by CSR. CSR is a leading building products company in Australia and New Zealand, a public company with over 3000 employees and annual revenue in excess of \$2 billion. The CSR I.T. team and key members of the Viridian Glass senior management team did considerable due diligence on the best software tool available to track and manage our factory downtime and track our times on tasks and products before deciding on Empower Software. CSRs I.T. team developed a link so that as soon as an order is entered into our accounting and order entry system the order and respective tasks are populated into Empower Software and jobs are automatically assigned to the factory floor. We have started with Empower Software in our Auckland factory and plan to roll it out to our other factories in Wellington, Nelson and Christchurch. The next stage will be to roll Empower out to track our delivery and then track our site glazing sides of our business using tablets. Viridian Glass is currently building a world class 'Mega Factory' in Highbrook, East Tamaki, Auckland, the planned operating date is December 2016. Empower Software will be used alongside the main production software as a man management and activity costing tool that will allow Viridian Glass to meet very high daily production and productivity expectations from this facility.
# Factory Floor Staff	49 (Auckland branch)
# Total Staff	72 (Auckland branch)
Annual Revenue (approx)	\$10m to \$15m (Auckland branch)
Factory and Office Size m2	7,000 m2
# of CNCs	4
Geography Serviced	Nationwide
Staff Times on Jobs Recording prior to Empower	Over the years to date we have had no means of recording and reporting factory staff activity cost times on all forms of factory downtime and any manufacturing tasks. Hence there was no where near the required accuracy in our task times and labour costs for our product range in our costings, pricelist or quotations.
Years in Business	35 Plus
Associations and any Awards	
Staff Groups Tracked on Empower	Factory staff in all work centres
Years using Empower	From 2015
# PCs on the Factory Floor with Empower on	16
# Of our Managers using Empower	4
Estimated Productivity Gains using Empower	Our factory staff started on Empower in June 2015 within 2 months this impacted two of our Key Performance Indicators (KPIs):  1. Our clients' orders delivery in full on time (DIFOT) doubled from 40 to 80%. This significant improvement in our customer service

levels and proudly delivered by Viridian management and factory staff and well received by our clients

2. Our factory productivity increased by 20% solely from getting the staff to clock in and out while knowing where they were during work hours. The next phase assigning our downtime jobs to factory staff, tracking and reporting downtime jobs, and using live accurate Empower data to allow us to focus on managing our downtime properly is still in a test phase. When we progress to the next stage and Empower assigns and tracks our manufacturing jobs I estimate that our overall factory productivity will reach an additional between 10% and 15 % improvement. So our overall estimated factory productivity increase will be 30% to 35%

I am confident that many other of our operational and financial KPIs will be positively impacted by Empower Software

### **Key Points we have found Empower Factory Productivity Software:**

#### **Factory Staff use of Empower**

1. The budgeted times on jobs, that our factory staff see on their PC screens on the factory floor, are expectations agreed on by both management and factory staff so our staff now strive to achieve and beat the times. The culture on the factory floor is now markedly improved to one of staff being aware, engaged, positive and committed
2. Factory staff now manage their own times on jobs
3. Factory staff knowledge of the transparency of their times on tasks to everyone in the business is very motivating to factory staff

#### **Management Use of Empower**

1. Our entire administration staff and our management team seeing accurate times on tasks live and work in progress status live provides the vital information necessary for everyone in the administration and management team to play their role in planning and managing production efficiently and meeting our DIFOT targets for daily client orders
2. Empowers new scheduling system will prove invaluable for production planning and allowing all factory staff to see their priorities and due by dates and therefore our factory staff being aware of and able to be heavily involved in contributing to our daily client orders going from our current 80% DIFOT to estimated 90% DIFOT
3. Empowers tracking and reporting on times on tasks and labour costs across our product range will be fed back into our costings, pricelist and quotations. Far greater accuracy of labour times and labour costs will allow us to sell more product at an acceptable margin and prevent us from selling product at less than acceptable margin, which will make a significant improvement to our operating profit
4. The ongoing development of Empower has proved to be very progressive. We continue to receive many good software improvements released to us in new software upgrades every fortnight.

In summary, we are very happy with the Empower System. Please feel free to phone me to discuss anything about outlined above.

John Segalla  
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## **FACTORY PRODUCTIVITY**

Please forward this email to someone you know who owns or is management in any Joinery, Engineering or other Manufacturing business throughout Australia or New Zealand. Particularly to those people and businesses who might be struggling to manage their jobs and their labour or struggling to retain previous or expected profit levels.