

Case Study

Tyneside Safety Glass



Industry

Manufacturing

Number of employees

220 +

Solution & services

- SYSPRO ERP
- Shop Floor Data Capture

The challenge

- Lack of visibility of its operations
- Lack of integration between systems
- No scope for improvement of system

The benefits

- Greater levels of stock control
- Boosted efficiency
- Improved visibility
- Better management information



SYSPRO opens the window on real time information for Tyneside Safety Glass



Tyneside Safety Glass Company is realising huge benefits from its phased implementation of SYSPRO from NexSys. The leading UK independently-owned safety glass manufacturer has made a significant leap forward in efficiencies and productivity right across its three production sites thanks to a combination of SYSPRO ERP, a £5 million investment in new machinery, lean manufacturing techniques and Kaizen management improvements.

Case Study

Tyneside Safety Glass



Maintaining a lead in a globalism market with stiff competition from the Far East is not easy, regardless of which sector you operate in. The pinch from low-cost economies is even being felt in specialist markets. Gateshead based Tyneside Safety Glass Company is a case in point.

Tyneside Safety Glass is one of Europe's leading manufacturers of glass products for the agricultural, automotive and security industries and is the largest independent company of its type in the UK. The company manufactures a comprehensive range of safety glass products including toughened, laminated, anti-bandit and bullet resistant glass. Tyneside Safety Glass has led the specialist glass market for over 50 years. Today the company boasts three factories in the north east of England, a turnover of £13 million, 220 employees, 150 customers and an expanding business.

JCB, Caterpillar and Case New Holland are the company's major clients. These world class agricultural machine manufacturers draw on Tyneside Safety Glass' expertise for vehicle cab glazing. Other notable customers include specialist bus manufacturer Writebus in Ireland and car manufacturers such as Morgan and Caterham, as well as various banks, post office and government agencies.

To maintain its leading edge position the forward thinking company recognised the need to gain greater visibility of its operations and integrate all of its processes, ranging from production through to accounts. This would enable the management team to gain full access to real time information that is so critical to its business. The company's existing business systems could not answer this need and at best managed its sales order processing. Furthermore the legacy system did not offer any

scope for improvement and so the company investigated the ERP market finally landing on SYSPRO.

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Clearing the information log

NexSys' team analysed Tyneside Safety Glass' needs, which included better management visibility of what makes and how it makes it, and prescribed a phased approach to implementing a full integrated SYSPRO ERP solution. SYSPRO went live in August 2006 and in just over a year the system, in conjunction with the implementation of lean manufacturing techniques, has made a huge difference. A major benefit has been a 25% reduction in stock holding which has saved the company a huge sum of money in the long run.

SYSPRO ERP is used across all three Tyneside Safety Glass production facilities. Each site is linked using a Virtual Private Network (VPN). Using the VPN enables real time data communications and so the management team can access accurate information whenever required.

So far the company has implemented Bill of Materials, Inventory, Work in Progress, Purchasing, Sales Order, Financial and Payroll modules. These are providing better and easily accessible management information collected from diverse departments throughout the business. The current phase is the implementation of Shopfloor Data Capture. This module utilises bar code scanning to allow full traceability of products right back to raw materials. This level of traceability comes into its

Case Study

Tyneside Safety Glass

should there be need to investigate a failure of a product in the field. One benefit of this is the ability to know exactly what materials were used to manufacture each product. This would have been extremely difficult to do prior to installing SYSPRO.

“By using Shopfloor Data Capture we will get a clear view of operations across the three manufacturing sites. For the first time we shall be able to drill right down into our data to give us much greater insight into what goes on in each factory. This will allow us to improve our shopfloor operations significantly. A great benefit of this will be the ability to identify jobs that suffer from the highest reject levels, which will allow us to amend our procedures and reduce faults,” says Jon Heeley, Project Manager at Tyneside Safety Glass.

Finance Director, Mike Matson, has additional objectives. He points to the much greater level of stock control that SYSPRO brings to the organisation. He comments, “We have reduced our stock levels by over 25% and we have less Work in Progress.”

“We have also boosted efficiency across the board. The system delivers visibility between Sales Orders and manufacturing and allows us to analyse costs comprehensively. This would not be possible without the real time management information that SYSPRO delivers,” says Matson.

The additional benefit of this level of management information and the increases in efficiency and productivity is allowing Tyneside Safety Glass to expand its business using the existing workforce.

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No more paper mountain

Tyneside Safety Glass is also benefiting from much slicker information management. No longer does the management team have to struggle with duplicated data sources - many of which were paper records. The system completely integrates each operation.

Matson states, *“I now have accurate real time management information relating to all aspects of the business. The ODBC linking enables reporting across all the modules allowing me to link to anything I need to see. This visibility is critical to us and with it we gain a lot such as full product costing and the ability to analyse margins for every single thing we make from low-to high volume. It even helps with very specialised products.”*

Real-time information helps us to identify exactly where we can make savings. We can also compare performance levels for each site and investigate differences,” adds Jon Heeley.

Both Matson and Heeley speak highly of NexSys' input. Heeley comments, *“NexSys helps us every inch of the way. The team monitors our progress, guides us through the implementation - encouraging us to make more effort when necessary.”*

“With the initial start-up we suffered very little disruption to our business. We did have to put some effort into writing our Bills of Materials, but NexSys was there to help. That remains true today as we move forward with implementing further modules.”

Case Study

Tyneside Safety Glass



Matson takes up the argument, “NexSys demonstrated a good understanding of our industry and how SYSPRO would fit our business. The NexSys team listened to our requirements and formulated the project plan to allow us to implement the system in phases. The benefit of this is obvious; we were able to gen on with business and migrate to the system incrementally and this has certainly suited our needs.”

“Our business has progressed significantly since start-up with SYSPRO. We have seen the integration of the whole business across our three production sites, gained visibility of real time management information, and have achieved significant efficiency and control improvements thanks to SYSPRO,” concludes Matson.

The future looks very positive for Tyneside Safety Glass and SYSPRO will play an important role in underpinning the company’s progress. Further implementation plans include automating Purchase Order generation for stock items, Engineering Control for tighter management of product

development and MRP to enable the company to get a further firm grip of planning. Tyneside Safety Glass will also implement SYSPRO’s EDI modules that the company can communicate electronically with its major customers and suppliers.

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About NexSys

NexSys is a SYSPRO elite partner, with 40+ years’ experience of delivering Innovative ERP+ solutions to manufacturers and distributors throughout the UK. NexSys technologies grant organisations of all sizes maximum visibility over business-critical information, enabling decisions to be made based on accurate, reliable, real-time insight. The company provides solutions that enable agility, innovation, and competitive edge. As part of the global K3 group, NexSys has specialists that have remained loyal to the business for more than a decade. It provides project management, software development, consultancy, support and training to customers to help them realise maximum ROI.