

SYSPRO TRACEABILITY Mitigating the Effects of Product Recalls

IN THE ELECTRONICS MANUFACTURING INDUSTRY



Facing a recall?
Trace. Isolate. Eliminate. Mitigate.

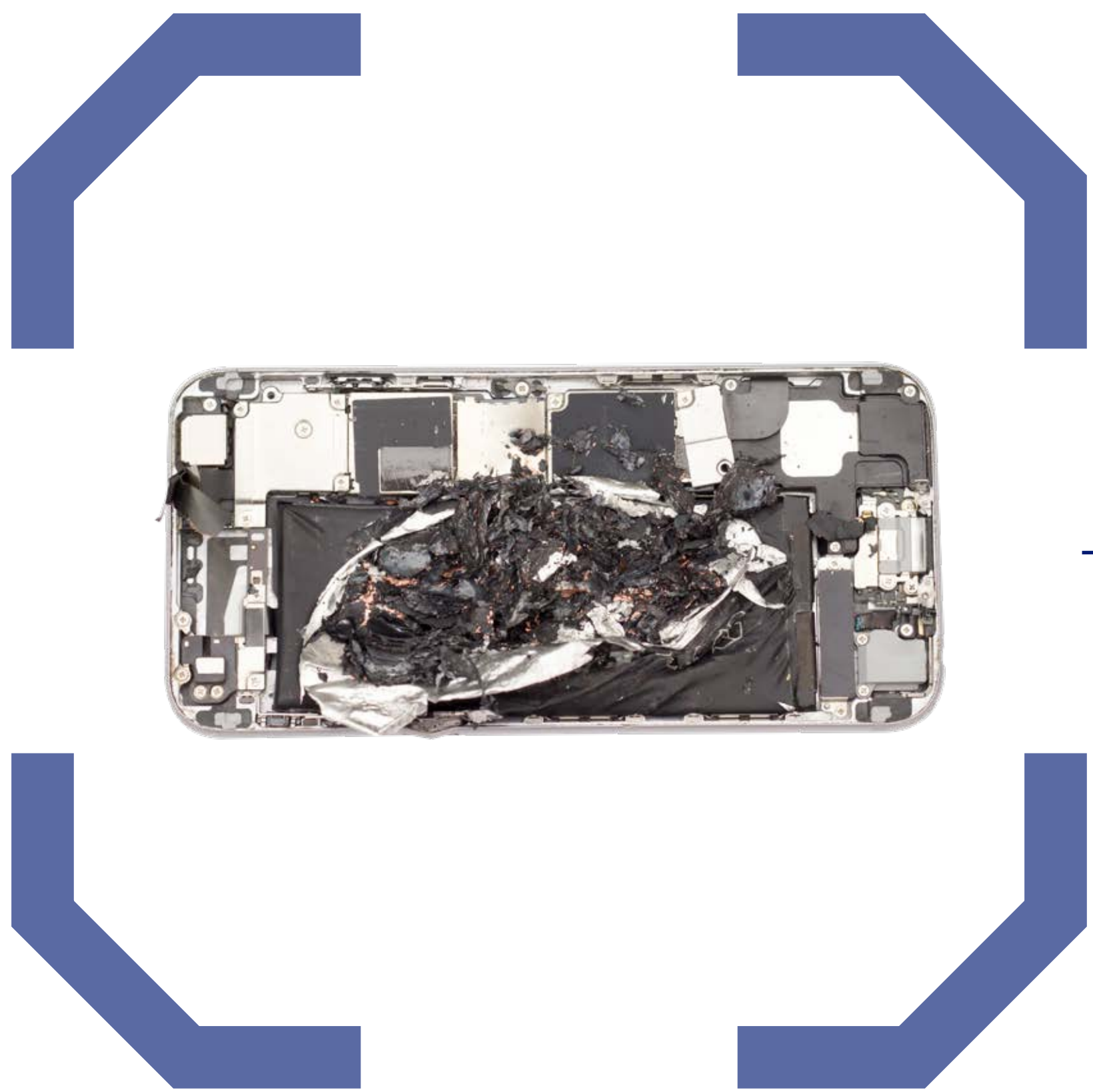


The Importance of Implementing a Robust, Reliable Traceability System and Product Recall Plan

Electronics, computers and associated software have transformed every facet of modern society. In addition to providing the basis for the information revolution, electronics drive many of society's vital support systems including necessities such as light, food, water, energy, transportation, health care, telecommunications, trade and finance.

However, product recalls in the electronics industry are at record numbers and have been growing every year for the past six years. Whether it's consumer (CPSC), automotive (NHTSA) or regional recalls, the problems are escalating and manufacturers of all kinds of electronic products and components are recalling tens of thousands, and sometimes millions, of their products.

Recalls in the electronics industry have the potential to damage brand reputations and affect bottom lines and share prices, costing millions – and in some cases, billions – in litigation and fines, as some of the following examples illustrate.

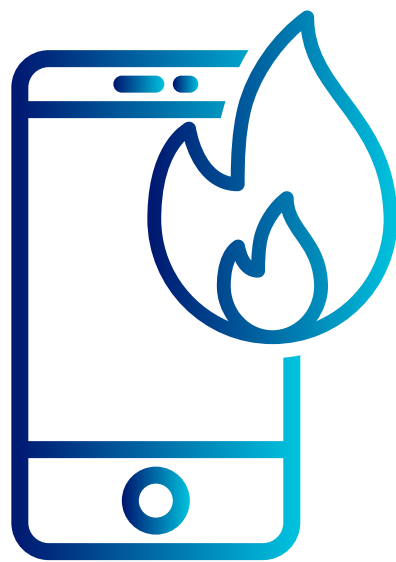


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Before You Consider the Price of an Effective Traceability System

consider the cost of not having one



**\$5.3 Billion
in Losses**

Samsung Galaxy Note7

In 2016, Samsung announced it was recalling its popular smartphone model, the Galaxy Note7, following reports that batteries in the headsets were **overheating and catching fire**. This amounted to 2.5 million units recalled in total before the company discontinued its production. The recall reversed a growth trend, pushing the company's market share back to 2014 levels. The Los Angeles Times reported that the recall cost Samsung at least \$5.3 billion.



**33 Million Units
Recalled**

McDonald's Fitness Bands

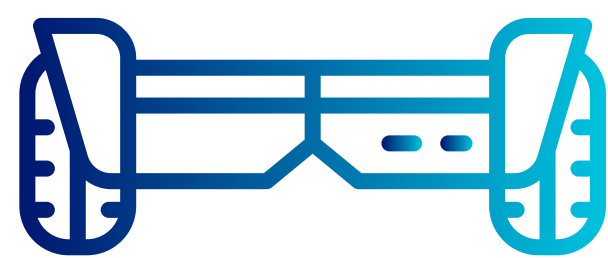
The company issued a voluntary recall of its Happy Meal toy called the Step-It activity wristband less than two weeks after its release when users reported **skin irritation and burning**. According to the US Consumer Product Safety Commission (CPSC), McDonald's received at least 70 reports of skin irritation and seven reports of blisters from customers who wore the bands. One person, whose child was burned after wearing the fitness band for just eight minutes, logged her complaint in a Facebook post that was shared 100,000 times.



**\$4.8 Million in Property
Damage**

Midea Dehumidifiers

Fire and burn hazards prompted electrical appliance company Midea to issue a recall of **3.4 million home dehumidifiers** in November 2019. According to the CPSC, the company received 38 reports of **smoke and fire resulting in about \$4.8 million in property damage**. Overheating is a fairly common problem among defective dehumidifiers, with at least 121 fires prompting separate CPSC recalls in recent years.



**Battery-Related Recall of
500 000 Units**

Hoverboards

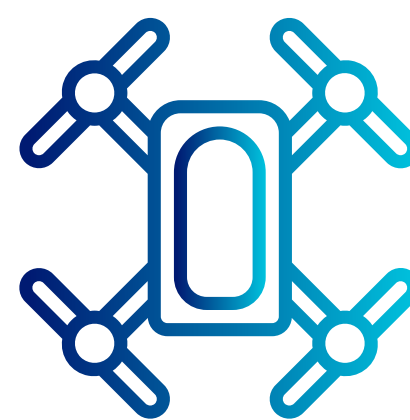
Two summers ago, 10 manufacturers, distributors and retailers issued a recall of more than 500,000 hoverboards. The recalls were motivated by 99 reports of **battery-related problems resulting in injury and more than \$2 million in property damage**, according to the US Underwriters Laboratories (UL).



**\$4.1 Billion
in Losses**

General Motors

2014 was a year the massive motor manufacturer will never forget. **Faulty ignition switches that could shut down the engine without warning, thus disabling power steering, brakes and air bags, were linked to at least 124 deaths** and more than twice as many injuries. The defect impelled GM to recall 30.4 million cars worldwide and cost the company an estimated \$4.1 billion.



**200 Employees
Retrenched**

GoPro Karma Drones

GoPro, a publicly-traded tech company, recalled 2,500 units of its much-anticipated camera-equipped drone. This may seem like a small-scale problem, given the quantity involved. But the recall came after the company announced it had fallen short of quarterly earnings expectations by 23% and had planned to bounce back with holiday sales following the product launch. In the aftermath of the recall, GoPro was forced to lay off 200 employees, which amounted to **15% of its workforce**.

General Causes of Electronic Product Recalls

Electronic product recalls fall into three areas - the risk of:



Legislative requirements

Regulations have a significant impact on electronics companies. Businesses must factor these costs into expenses or pay significant fines for non-compliance. Different countries regulate the industry at varying levels. Some have little or no electronics industry regulation while others heavily regulate pollution and environmental impact.

Electronic products must meet various regulatory compliance requirements for safety, emissions and other criteria before they can be sold. Laws differ from country to country, but the aim is the same:

- ✓ Protect the health and safety of consumers by reducing risks related to electric components and products, especially fire, electric shock and toxicity.
- ✓ Enable consumers to make informed choices about products by having the right information.
- ✓ Prevent consumers from being misled.

We had already done some work for the aerospace and defense markets before we implemented SYSPRO, but this was on a very low scale compared to what we do now. Traceability and quality are key in these industries.

Laura McBrown
Managing Director, B&G Electronics



Legislative Requirements for the Electronics Industry

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Here is just a small sample of some of the laws, legislation, rules and regulations that affect electronics manufacturers around the globe.

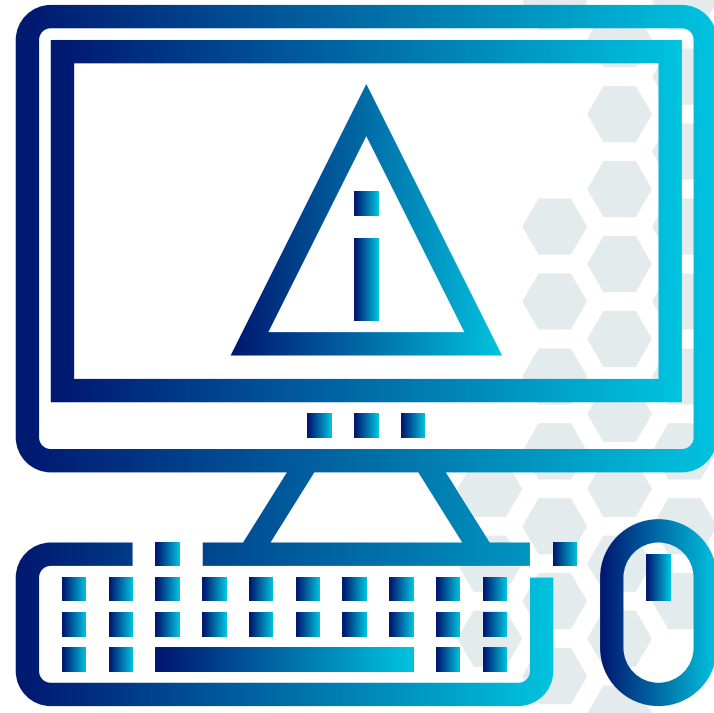
Canada

USA

USA

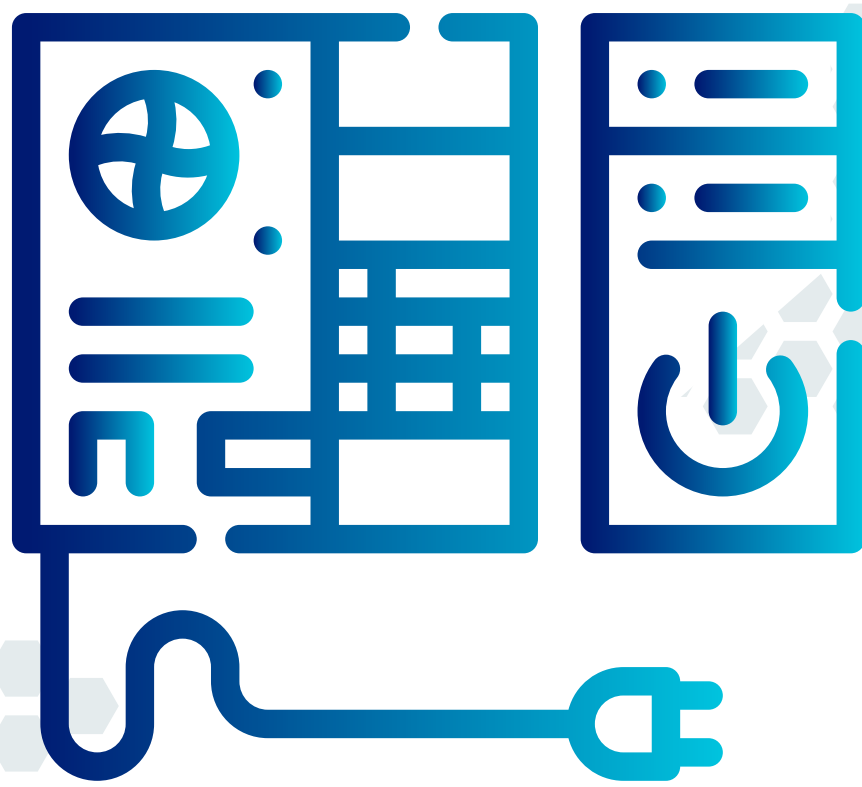
The Federal Communications Commission (FCC) dictates the testing requirements for EMC and EMI. The registered certification marks of Underwriters Laboratories (UL) mean that UL or a nationally-recognized testing laboratory (NRTL) has tested and evaluated representative samples of the product and determined that it meets UL's specified product safety requirements.

The Occupational Safety and Health Administration won't let products without the mark be used in businesses. Also, under the National Fire Code, electrical inspectors won't allow the product to be installed in buildings.



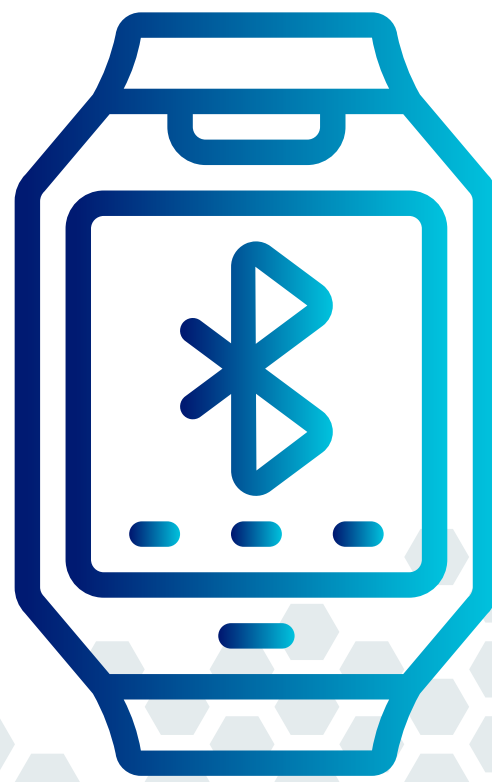
Canada

Standards are determined and required by law by the Standards Council of Canada (SCC). In general, products require the cUL, a mark from UL expressly for Canada. Products also require the Canadian Standards Association (CSA) mark. US FCC approval is generally accepted for emissions.



Europe

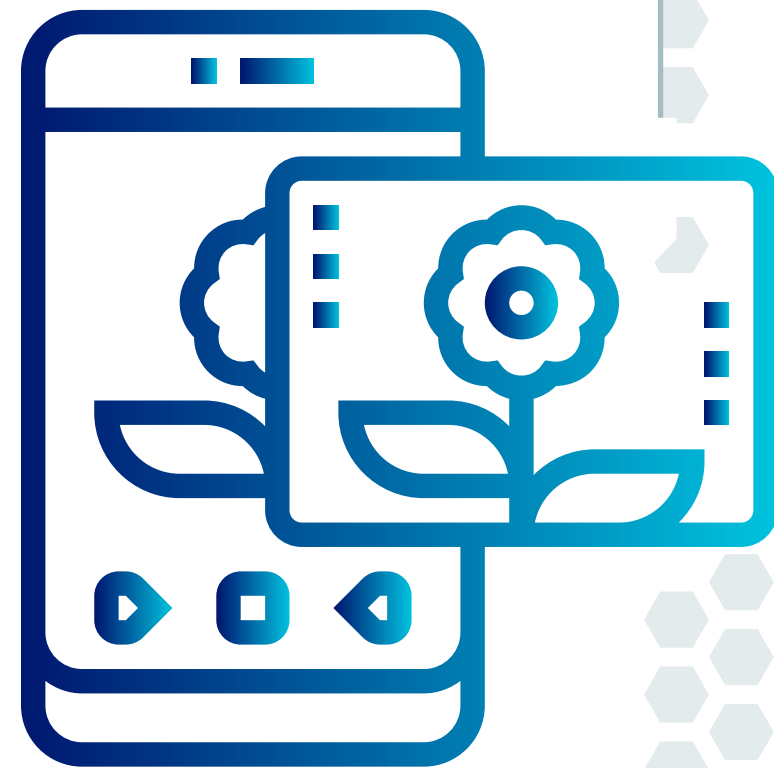
All European products must have a CE or 'Conformite Europeenne' mark. The CE mark is all-inclusive. It shows that the product complies with the 'essential requirements' of European laws or directives. It also indicates the product's conformance with legal requirements with respect to safety, health, the environment and consumer protection in the European Union.



Europe

South Africa

The National Regulator for Compulsory Specifications' (NRCS) role is to manage the National Compulsory Safety Regulations, develop and implement national safety specifications, issue directives for the removal and disposal of non-compliant products, conduct market surveillance on regulated products and report to the Department of Trade and Industry.



South Africa

Japan

Legislation comes under the Voluntary Control Council for Interference by Information Technology Equipment (VCCI) mark, which certifies EMI compliance. It also employs the Denan/PSE mark, which targets electrical safety.

The Ministry of Information and Communication offers the MIC mark. Most MIC standards are based on IEC standards. Taiwan's Bureau of Standards, Metrology and Inspection offers the BSMI mark. The China Compulsory Certificate (CCC) integrates the 'CCIB' mark and the 'CCEE' mark for electrical commodities.



Japan

Traceability Checklist

Creating a Robust Traceability System

Traceability is especially challenging because problems can occur at any point along your supply chain, from R&D through materials handling to assembly and shipping. Broken or slow processes can be particularly costly – and even lethal – for suppliers of food, pharmaceuticals, electronics and hi-tech equipment, aerospace and automotive products, medical devices and chemicals.

A traceability system should consist of the following 4 key activities:

- 1 Define the **SCOPE** of the system
- 2 **DOCUMENT** the system
- 3 **REVIEW** the system
- 4 **TEST** the system

1 Scope

Define the scope before developing the system

- ✓ What needs to be put in place to be able to track the entire supply chain?
- ✓ Identify elements required to ensure that the system encompasses the full traceability of the product:
 - ✓ **Supplier Traceability** – Evaluate the scope required to incorporate traceability of suppliers and their products entering the organization.
 - ✓ **Process Traceability** – Evaluate the scope required to incorporate traceability of products through the organization (whether new products are produced or not).
 - ✓ **Customer Traceability** – Evaluate the scope required to incorporate traceability of products to the immediate customer.

NOTE: As actionable traceability in your supply chain encompasses the three points above, it's best to bear in mind that:

- ✓ Different sectors of the value chain will develop traceability systems that differ in scope.
- ✓ In many global companies, communication regarding processes, legislation and production methods between regions is poor or non-existent.
- ✓ Problems typically occur where there is no seamless interface between supplier, process and customer.
- ✓ Scope becomes a commercial decision – the broader the definition of a batch, the greater the volume of product potentially recalled.

2 Document

The following need to be carefully documented:

- ✓ Scope of the traceability system.
- ✓ Details of the traceability system.
- ✓ Associated operational documentation.
- ✓ Arrangements for review.

3 Review

Review the system annually:

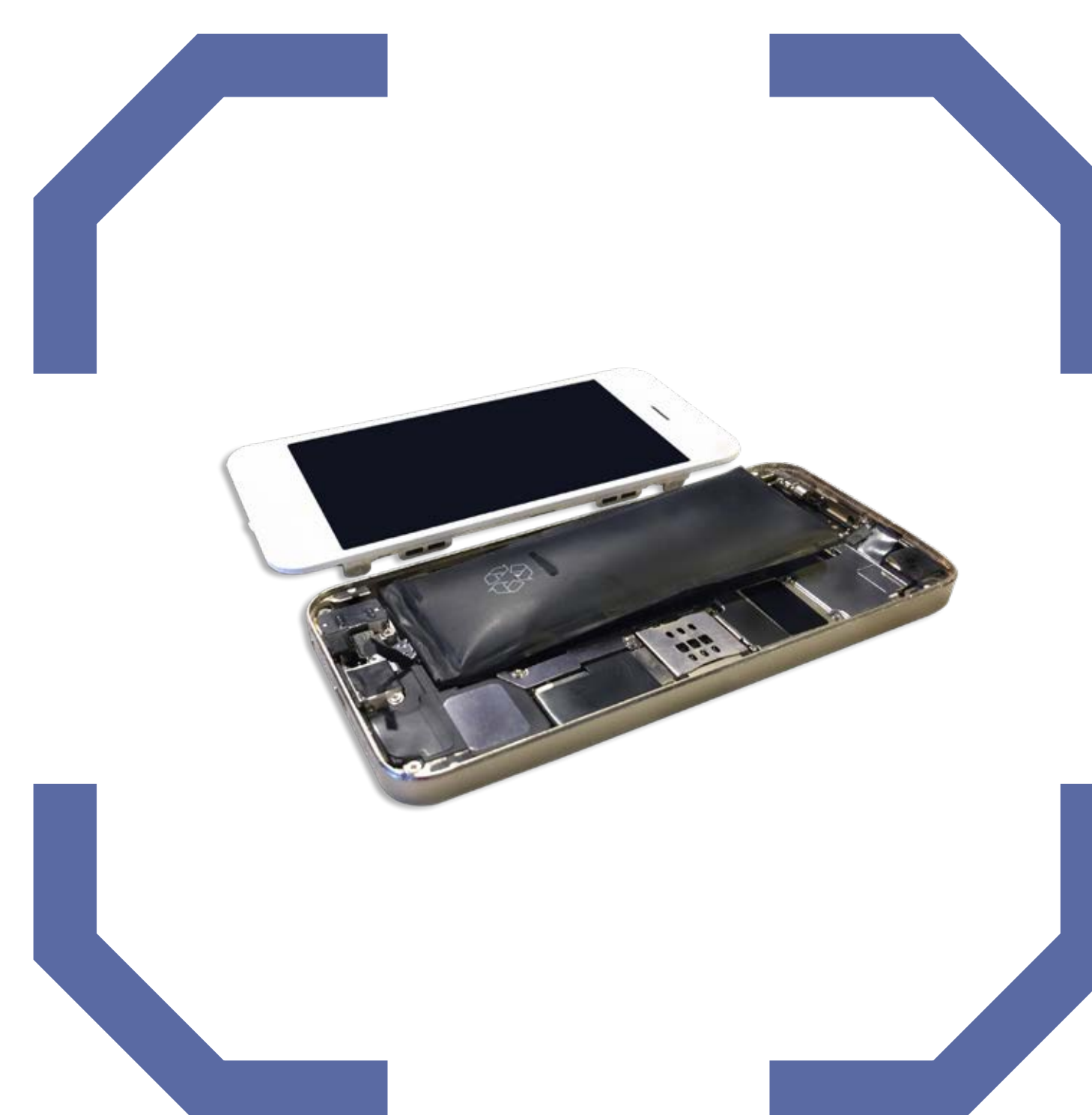
- ✓ Include a multi-disciplinary team from all functional areas of the organization and senior management.
- ✓ Audit the traceability system.
- ✓ Identify areas for improvement or non-conformance and address them.
- ✓ The review should be signed off by senior management.

4 Test

Review the system annually:

- ✓ **Horizontal Check** – This includes an audit of several batches at the same point in the process to ensure that all identification marks and documentation are correct.
- ✓ **Vertical Check** – Follow several batches from customer to supplier to ensure all identification marks and documentation are correct.

This is commonly referred to as a mock recall.



Facing a recall?
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Product Recall Checklist

Planning for and Managing Product Recalls

An effective, proactive product recall plan can mean the difference between survival and the loss of the business you have worked hard to create and develop. More often than not, not having a product recall plan in place could have the biggest impact on your company's survival.

Protect Public Health by:

- ✓ Informing customers that there is a potentially hazardous product on the market.
- ✓ Facilitating the rapid identification and removal of unsafe products from the distribution chain.
- ✓ Ensuring that the unsafe products are either destroyed or rendered safe.

The 3 Levels of Product Recall:

Mock Recall

The internal process used by the organization to test its ability to trace where the product was sent, or to test the traceability of the product from the customer to the supplier.

Withdrawal

This is the removal of unsafe products from the distribution chain but does not extend to consumers as they have not bought any product yet. It is initiated when there is a potential risk to public health and the product remains wholly within the distribution chain and has not reached consumers.

Full Recall

This is the removal of unsafe product from the distribution chain and extends to product sold to consumers. It therefore involves communication with consumers and is initiated when there is a potential risk to public health and the product has already been sold to consumers.

7 Stages of a Product Recall:

1 Develop the Policy

All manufacturing businesses should have a Product Recall Policy which states the objective of the plan and the organization's commitment to providing the necessary resources to remove unsafe products from the market.

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2 Develop the Plan

- ✓ A documented procedure designed to ensure professional, efficient and effective removal of unsafe products from the market.
- ✓ Requires a multi-disciplinary recall team to develop the plan with a contact list including all details such as roles and responsibilities, decision trees and full details of the plan.



3 Test the Plan

Regularly review the plan for errors, at least annually.

- ✓ Use mock recalls to test traceability but also have unannounced trial runs to test the whole plan.
- ✓ Check for frequency of validation in line with the relevant regulations.
- ✓ Once validation is complete, a full review of every aspect of the process needs to be carried out with the relevant team members.
- ✓ The recall plan must be well practiced so companies are ready when a real product recall happens.

4 Notify and Initiate

Notify the distribution chain to stop product distribution, retail sale or any other use.

- ✓ Isolate and contain unsafe products outside the control of the organization.
- ✓ Supply all relevant information.
- ✓ Communicate with all external and internal stakeholders:
 - ✓ Trade communication – telephone for speed, followed by email.
 - ✓ Press release – TV, radio and paid advertisements if necessary.

5 Manage the Recall

The management of a product recall should be driven by the plan.

- ✓ There is a high probability that the information gathered in the early stages of an investigation will be flawed.
- ✓ Gather the information first-hand.
- ✓ Minimum information required: product name, description, batch codes involved, quantity of material implicated, distribution details, any product sold to customers and nature of defect.
- ✓ Identify all potentially unsafe products.
- ✓ Document the process.

SYSPRO gives us the capability to become a trusted supplier through its serial and component tracking capability. We are now able to compete for serious, high level contracts because we can demonstrate strong control processes throughout our supply chain.

Laura McBrown
Managing Director, B&G Electronics

6 Close

Formally close off the recall when the following has been completed:

- ✓ All defective product has been accounted for, the nature of the defect or hazard identified and remedied, and the risk fully mitigated.
- ✓ The defective batch is sorted.
- ✓ Consider new pallets, labels and packaging.
- ✓ Include quantity, disposal certificates, decisions and actions taken, as well as future actions to improve the process, and archive.
- ✓ Account for all stock – including stock destroyed by the customer.
- ✓ Return all stock to one site where it can be easily counted and monitored.
- ✓ An off-site warehouse is suggested so that the affected stock can be separated from the good stock.
- ✓ Verify the accuracy of the recordkeeping.
- ✓ Decisions have been taken and the product has been recovered if possible.

7 Review and Amend

After a product recall, the business should review the process and amend the plan where necessary:

- ✓ Did the plan drive the process?
- ✓ How effective was it?
- ✓ Any problems incurred - and the solution.
- ✓ Communication channels – customer care line.
- ✓ Accurate costs.
- ✓ Team performance.
- ✓ Stock reconciliation.
- ✓ Investigation, techniques and timeliness.





ERP Checklist

Navigating the complexity of a recall becomes simpler when you're able to act quickly.

The ideal ERP solution should provide a traceability system that offers full visibility throughout the value chain to ensure quality and continued compliance with regulatory requirements. It should provide the ability to trace, identify, isolate, report, quarantine and place affected products on hold quickly and with minimum disruption.

Before (Preparation and Optimization)

1 Supplier Management and Purchase Control

Benefit:

Enable greater visibility, compliance and quality control in the procurement and supplier selection process.

Why SYSPRO:

Request for Quote

- ✓ Suppliers can respond directly to RFQs online.

Supply Chain Portal

- ✓ Enables joint decision-making on suppliers and automatic selection of approved suppliers.

Preferred Suppliers

- ✓ Allows you to capture and maintain predetermined sourcing policies to facilitate the selection of recommended and pre-approved suppliers during the purchasing cycle.

2 Engineering Change Control (ECC)

Benefit:

Engineering Change Control (ECC) is crucial to quality control and is a requirement for ISO and QS certification.

Why SYSPRO:

Engineering Change Control

- ✓ Helps you improve the management of engineering changes to your products and/or associated data by enforcing controls in product design.
- ✓ Provides detailed audit reports of all transactions, including all historical changes and the operator performing the change to meet compliance requirements.

3 Monitor Customer Complaints

Benefit:

Customer Complaints provides visibility into product defects, which may be non-compliant. It also highlights any areas requiring swift intervention and pinpoints the cost of quality measures.

Why SYSPRO:

Customer Complaints System

- ✓ Allows for the capturing, management and effective resolution of customer complaints.

4 Lot and Serial Traceability

Benefit:

For an industry like Electronics, lot traceability is a must to comply with legislation and safety standards. It enables you to maximize quality control by tracking products, materials and processes as well as by facilitating effective recalls.

Why SYSPRO:

Lot Traceability

- ✓ Allows you to track materials from receipt right through to delivery of the product to the customer, as well as at any level in-between.
- ✓ Provides the ability to trace a lot or batch through the entire value chain from raw material receiving to dispatch.
- ✓ Enables you to trace a unique item with a serial number through the value chain.

5 Mock Recall (Testing)

Benefit:

Regularly performing mock recalls will enable you to test and continually improve on the effectiveness and robustness of your traceability system, thereby increasing the likelihood of a quicker time to completion in the event of an actual product recall.

Why SYSPRO:

Mock Recall Capability

- ✓ Tests the Supplier/Process/Customer Traceability system.
- ✓ Verifies that the product traceability process is effective and can be carried out within the required time limit.
- ✓ All mock recall data is stored for compliance reasons as well as traceability audits.

6 Reporting

Benefit:

Compliance with regulatory bodies.

Why SYSPRO:

Mock Recall Capability

- ✓ Provides detailed audit ECC reports.
- ✓ Mock recall reports can be easily extracted in the recall process and supplied to auditors to meet regulatory compliance requirements.
- ✓ An audit trail of a customer complaint is available.



During (Recalls)

1 Product Recall

Benefit:

Perform a full product recall quickly and efficiently by rapidly identifying and retrieving potentially defective goods from customers using the organization's Product Recall system.

Why SYSPRO:

Mock Recall Capability

- ✓ Is a full traceability system which gives instant access to all of the critical information required to track a suspect product throughout the value chain.
- ✓ It supplies the necessary information to identify, isolate and action the activities that need to occur within the predetermined recall time limit.

2 Trace Suspect Items

Benefit:

Ensure that any products produced and packaged on the premises are traceable back to the ingredients, components and primary packaging. With quick and easy access to all of the key product information recorded in the purchase, production, packaging, sale, distribution and delivery of a product, you can swiftly trace and quarantine stock which is defective, be it spoiled, damaged, hazardous or of inferior quality.

Why SYSPRO:

Lot Traceability

- ✓ Enables you to maximize quality control by tracking products, materials and processes, as well as by facilitating effective recalls.
- ✓ Additional traceability for lots can be added for easy identification.

Product Recall

- ✓ You are able to interrogate the system for affected products using any combination of data available.
- ✓ Assists in identifying the scope of the product recall by specifying affected customers, sales orders and jobs. It will also identify suspect items, original purchase orders and suppliers.
- ✓ Provides visibility throughout the product recall process, including the status of a product recall and detailed information of products that have been included or are in quarantine.

3 Quarantine and Place Products on Hold

Benefit:

Prevents suspect items from being allocated to a job, invoiced or dispatched until the inspection process has been completed.

Why SYSPRO:

Product Recall

- ✓ Helps identify, track and isolate suspect items.
- ✓ Once located internally, the item is quarantined and issuing of that item is blocked.
- ✓ Allows you to scrap affected items that are defective and release unaffected items back into inventory.

4 Customer Returns

Benefit:

Optimize customer service and safeguard customer relationships with timely responses to customer requests to return products.

Why SYSPRO:

Return Merchandise Authorization (RMA)

- ✓ Enables you to rapidly process customer returns and the resulting corrective actions such as receipting, exchanges, cross-shipments, repairs, scrap and credits as well as charges for returns and restocking activities.

5 Supplier Returns

Benefit:

Facilitate the swift and simple return of goods or services to suppliers as a result of defects or other reasons for dissatisfaction.

Why SYSPRO:

Return to Supplier

- ✓ Provides the ability to return defective goods immediately, isolating and removing them from any process.
- ✓ Provides complete visibility of returned inventory throughout the returns process and improves the associated record-keeping or document management.



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6 Reporting

Benefit:

Improve governance and drive compliance with regulatory bodies.

Why SYSPRO:

- ✓ Built to support your Quality and Food Safety systems, enabling you to develop and maintain your full traceability and recall system policies, plans and procedures, improving internal governance and driving compliance.
- ✓ Provides quarantine, customer quarantine, recall and customer recall reports.
- ✓ An audit trail of a customer complaint is available.
- ✓ Keeps a record of all supplier returns as well as open status.

7 Contact Management for Affected Customers

Benefit:

Visibility of the communications (or activities) that occur between the touchpoints of organizations facilitates proactive intervention by management, improves relationships and eliminates duplication of effort.

With early identification of a defect and the ability to quickly communicate with affected customers, you can minimize the damage of a recall.

Why SYSPRO:

Contact Management

- ✓ Allows you to define and manage a rich set of information about the people with whom you do business, as well as the individuals within your organization.
- ✓ Allows you to record and track activities against contacts in a centralized environment.

Product Recall Selection Review									
Source selection, Lots Start Review Change Criteria									
Product Recall Lot Criteria									
Product Recall Lot Criteria Product Recall Serial Criteria									
Include All Exclude All Apply and Close									
Affected Customers Affected Suppliers Affected Sales Orders Affected Purchase Orders Affected Jobs									
Lot selection All Range Single									
From lot To lot Search on additional lot names									
Additional lot Range Single									
Additional lot selection From additional lot To additional lot									
Product Recall General Criteria									
Stock code selection All Range Single List									
From stock code To stock code List of stock codes Define list									
Warehouse selection All Range Single List									
From warehouse To warehouse List of warehouses Define list									
Bin selection All Range Single									
From bin To bin									
Transaction date selection All Range									
Transaction date selection									
Product Recall Selection Review									
Include Exclude Apply and Close									
Affected Customers Affected Suppliers Affected Sales Orders Affected Purchase Orders Affected Jobs									
Lot Stock code Description Warehouse Lot Bin Hold level On hand Affected serials Exists									
ASN1000 Whey Protein N TST BIN Lot 80.000000									
AGN1000 Whey Protein N TST North Lot 0.000000									
BG00001 Berry Good Smoothie N TST10 N Lot 45.000000									
BY111 Plain Low Fat Yogurt N TST7 BIN Lot 20.000000									
BY111 Plain Low Fat Yogurt N TST7 N Lot 70.000000									
BY112 Plain Full Cream Yogurt N TST8 BIN Lot 20.000000									
BY112 Plain Full Cream Yogurt N TST8 N Lot 80.000000									
CMP-1 CMP-1 RM Stock code 118.000									
CMP-2 CMP-2 RM Stock code 148.000 Select									
ECC001 ECC 001 USE CURRENT FG Stock code 5.000									
FF0002 Frozen Bananas N TST3 N Lot 50.000000									
FF1001 Frozen Strawberries N TST4 BIN Lot 20.000000									
FF1001 Frozen Strawberries N TST4 N Lot 80.000000									
LOT-CMP-1 Self raising flour RM LOTCMP1/2 BIN-LOT-CMP-1-1 Lot 8.000									
LOT-CMP-1 Self raising flour RM LOTCMP1/001 BIN-LOT-CMP-1 Lot 8.000									
LOT-CMP-2 Caster Sugar RM LOTCMP2 BIN-LOT-CMP-2 Lot 58.000									
LOT-CMP-3 Salt FG LOTCMP3 BIN-LOT-CMP-3 Lot 45.000									
LOT-ECC LOT ECC USE SPECIFIC AND TRACEABLE RM LOT-ECC/001 BIN-LOT-ECC Lot 14.000									
LOT-SUB-1 Dried Fruit Mix SA LOT FOR JOB 583 BIN FOR JOB 583 Lot 0.000 Select									
LOT-SUB-1 Dried Fruit Mix SA LOT FOR JOB 586 BIN FOR JOB 586 Lot 0.000 Select									
LOT-SUB-2 Egg and Milk Mix SA LOT FOR JOB 584 BIN FOR JOB 584 Lot 0.000									
LOT-SUB-2 Egg and Milk Mix SA LOT FOR JOB 586 BIN FOR JOB 587 Lot 0.000									
LOT-TOP LOT-TOP FG LOT FOR JOB 582 BIN FOR JOB 582 Lot 0.000000									
LOT-TOP LOT-TOP FG LOT FOR JOB 585 BIN FOR JOB 585 Lot 0.000000									
NNA0002 Cashew Nut Butter N TST5 BIN Lot 20.000000									
NNA0002 Cashew Nut Butter N TST5 N Lot 80.000000									
NNA1001 Peanut Butter N TST6 BIN Lot 20.000000									
NNA1001 Peanut Butter N TST6 N Lot 80.000000									
NON-001 Stock code 0.000000									

Why SYSPRO ERP?

Navigating the complexity of a recall becomes simpler when you're able to act quickly.

What sets SYSPRO ERP apart is its ability to effectively quarantine or place products on hold as well as to trace backwards and forwards, report on affected products, deal with customer complaints and effect returns. As part of the full ERP system, SYSPRO offers a traceability system which minimizes risk before a recall and mitigates damage during a recall, when time is of the essence.

While most business systems provide a one-size-fits-all traceability solution, or a plug-in or add-on to an existing system, SYSPRO ERP is industry-built to enable specific manufacturing sectors to trace each individual component, part or ingredient that makes up a product, whenever and wherever it is in the world.

A fully integrated traceability system enables SYSPRO ERP to trace, identify and report on every part of the supply chain in real time. And with built-in product recall and mock recall capabilities, SYSPRO offers one centralized system to take actionable steps to minimize the impact of issues or recalls.

SYSPRO ERP improves governance and drives compliance to mitigate the risk and minimize the impact of recalls.

What Our Customers Say



Asia Pacific

“The system had already paid for itself 14 months after implementation. We quickly settled into using SYSPRO and within a very short time period we were seeing the benefits. It’s enabled us to do all the things we wanted to do - even in a growth phase – without the need for extra staff.

Cost also came into it as SYSPRO is competitively priced - especially when we looked deeper at the functionality it provides.

At first, the MRP process seemed a little more complex in SYSPRO but once we mastered it, we realized SYSPRO is a superior system. As a result of the functionality, we now have better forecasting, forward manufacturing, and raw materials supply - we’re more accurate across the manufacturing function which means we can be more competitive and profitable.”

Phil Bradshaw, Managing Director, Barrett Communications



Europe

“You can’t sit still in our industry, and with SYSPRO, we don’t have to. It is providing a strong foundation on which we can continue to build a more effective and more profitable business model, repaying the initial costs of ERP investment time and time again.

We had already done some work for the aerospace and defense markets before we implemented SYSPRO, but this was on a very low scale compared to what we do now. Traceability and quality are key in these industries and SYSPRO gives us the capability to become a trusted supplier through its serial and component tracking capability. We are now able to compete for serious, high-level contracts because we can demonstrate stronger control processes throughout our supply chain.”

Laura McBrown, Managing Director, G&B Electronics

We needed a system which could manage our models. These are quite complicated and consist of lots of assemblies. SYSPRO allows us to do that. For us it is about risk management more than anything else. Recalls are expensive in terms of time and money and we want to minimise that risk by being able to trace the process and the parts.

Sergei Using
Supply Chain Manager, Gardasoft.



Europe

“We needed a system which was fast and affordable. K3 SYSPRO ERP fitted into that. We narrowed the choice down to two or three candidates, but really we knew there was only one which fitted what we needed.”

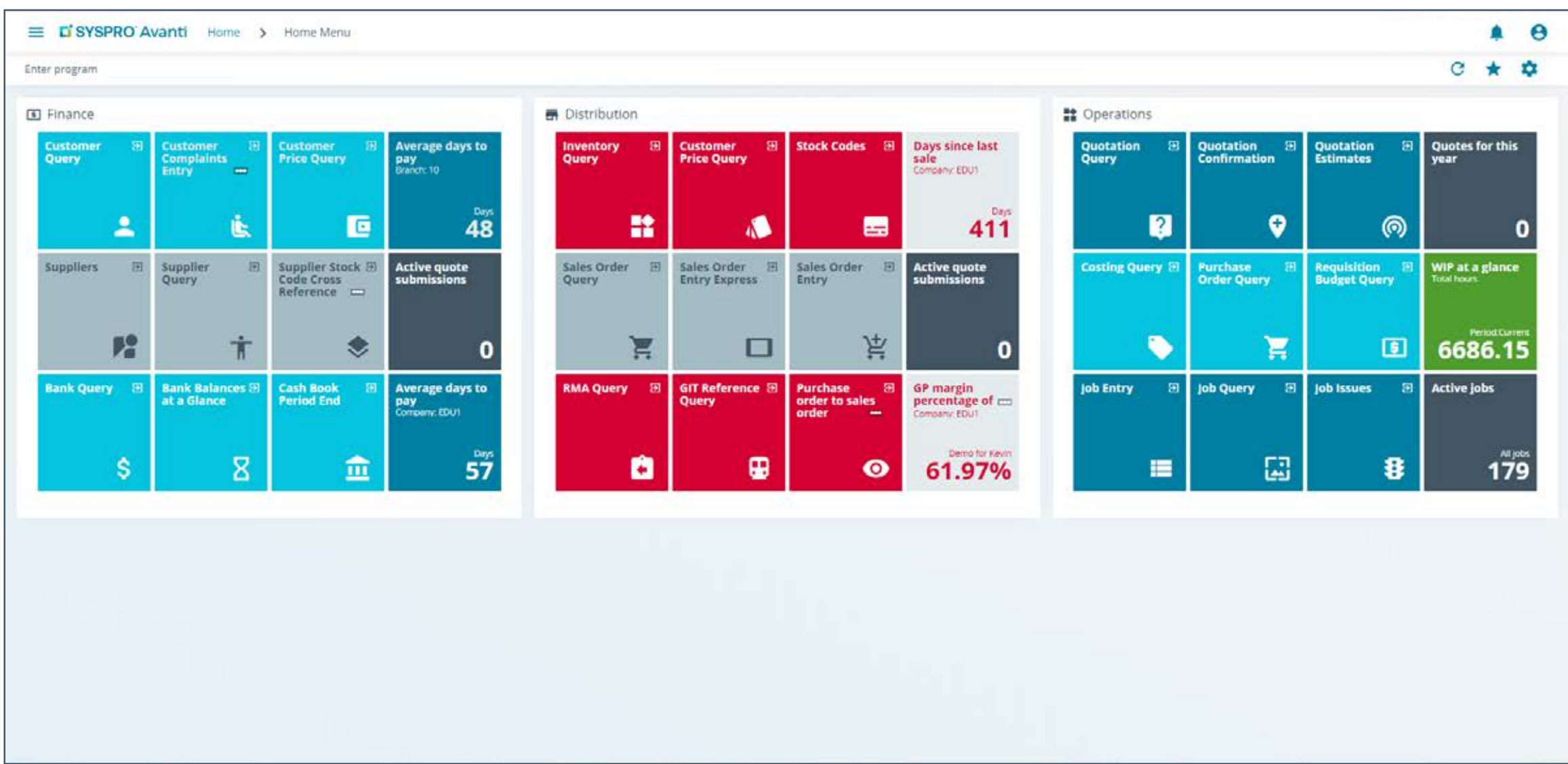
Sergei Using, Supply Chain Manager, Gardasoft

About SYSPRO

SYSPRO is a single-source, easy to implement Enterprise Resource Planning solution designed to minimize business complexity. Our purpose is to provide actionable insights that support daily decision-making, cut costs, streamline processes and improve productivity and outcomes. What sets us apart is our 40-year track record of specialization in the manufacturing and distribution sectors, our simplified approach to technology and our passionate commitment to the success of our partners and our customers.

Because SYSPRO ERP is modular, it allows you to choose the functionality you need now - and to easily add to it as and when your business needs to change. Because we value the relationship above the transaction, we give you a fully informed opportunity to determine the level of service you require.

We believe the value we add is not about our product, but rather about our thorough understanding of how your business works. We call it the SYSPRO experience.





syspro.com