MOEN Fluidly Improves New Product Introduction

About Moen

As the #1 faucet brand in North America, Moen offers a diverse selection of thoughtfully designed kitchen and bath faucets, showerheads, accessories, bath safety products, garbage disposals and kitchen sinks for residential and commercial applications each delivering the best possible combination of meaningful innovation, useful features, and lasting value.

Details

The CPS solution using Winshuttle Foundation bridges many areas of the Moen Product Portfolio Management (PPM) System:

- SAP team role management
- Internal order integrations / creations
- Capital Expenditure Requests kickoff and automation
- Creation of model shop orders (MSO)
- Automatic PO creation for ordered parts

Process Challenge

Moen innovates – constantly. The bath products segment is as much about fashion as it is engineering and manufacturing. Moen design innovators and engineers continually tweak, evolve and create products. The Prototype Lab, or model shop, is an integral part in product innovation and new product introduction (NPI).

The problem? It was managed by a standalone, unsupported, inflexible software application running on IE8 in need of retirement.

This was a strategic priority around product innovation and less a factor of SAP Tcode volume. Many process and system questions needed to be answered: What systems handle what process? How are integrations automated? To what extent should Winshuttle Foundation be leveraged?

"As a key component of the Moen process roadmap, replacement of this system by Winshuttle Foundation was one of the first identified priorities from the Clear Process Solutions Process Lifecycle Value Assessment."

- Gina Carlson, Moen

Process Solution

Focusing on the NPI prototyping portion of the PPM solution, form and workflow capabilities were implemented. This process gives the Prototype area Admin flexibility in scheduling and tracking requests. Certain prototype requests go straight to an external vendor for quoting, others go to the Admin to determine internal capacity and capability against the request. If the Admin schedules the request for internal work, they can re-route it externally if a machine breaks or capacity changes. If a request is sent externally and the quote is approved from the form, the Admin can also automatically create an SAP PO request.

The model shop must also process requests by Moen employees that stop in, called "Hot Jobs." Winshuttle Foundation forms automatically formulate for any device, which works for the iPads Moen uses for these Hot Jobs. Requestors can therefore submit easily, and be notified when the "Hot Job" is complete.

Cool features include:
- iPad specific design for "Hot Jobs"
- Automatic posting of Purchase Order Requests
- A user can change an internal order until the anticipated start date
- A user can cancel any order at any time
- Robust connection to Moen's document management system
- Requestor can modify the prototype request at any point before the MSO Admin has determined capacity
- External vendors receive a copy of the Prototype Request to quote
- Quotes are approved by requestors before the vendor is notified to proceed
- Capacity notification
- Time tracking for jobs
- Copy from existing "Hot Job" requests

ROI Benefits

Benefits realized with Winshuttle Foundation:
- Faster throughput for scheduling and completion of requests
- Full visibility to the process with automated messages for prototype pick ups
- Elimination of manual keying of POs to SAP
- Elimination of unsupported software
- Reduction of errors
- Workflow managed communications with vendors, no manual emails
- Tracking, control, automatic notification triggers, and data validation
- Faster product innovation and introduction

Other CPS Solutions in Production Globally

- 10+ Form and Workflow solutions in Finance, Master Data, Product Portfolio Management, Help Desk.

- Studio solutions for onboarding of acquisitions to SAP, ECC testing automation, Hana testing automation, and general Mass Data Maintenance.

Moen will continue to innovate through Winshuttle Foundation using a hybrid resource model, relying upon both internal resources and the team at CPS.

About Clear Process Solutions

Clear Process Solutions (CPS) is the premier global services / implementation partner for Winshuttle with expertise in Winshuttle Foundation. A turnkey provider of Winshuttle packaging, licensing, training, services and support, CPS specializes in process results. Our team has deep experience in both SAP and Winshuttle toolsets. CPS implements both mass data automation and mobility enabled webform and workflow which integrates with SAP and extends across other ERP, PLM, and CRM systems.