

Meeting International Standards

Bringing Together Different Locations, Processes & Languages

Customer Summary

Durham Manufacturing Company is a top producer and distributor of industrial heavy-duty material handling equipment, steel cabinets, work stations, shelving and racks, flammable storage and gas cylinder cabinets along with, literature and mail organizers. With plants in the USA and Mexico over 300,000 sq. ft., Durham employs state-of-the-art technology and ranks among the top manufacturing and distribution facilities in the industry.

AT A GLANCE

DURHAM MFG[®]
Est. 1922

CUSTOMER SNAPSHOT

- **Industrial Manufacturer**
- ✓ Storage Units, Heavy-duty Material Handling Equipment
- ✓ Shelving and Racks, First-Aid Boxes & Cabinets and Safety Products

RADLEY PRODUCTS

- **Integrated Data Collection**
- **B2B EDI iR*EDI**
- **Containerization**
- **Task Management**
- **Label Printing**
- **Device Management**

Challenges

During the implementation of IFS APPLICATIONS, Durham identified areas within IFS APPLICATIONS specific workflows that required enhanced functionality to resolve the complexities of their shipping, customer labeling and EDI requirements, as mandated by Durham's large distributor customers

- Differing manufacturing and shipping processes at each plant.
- Bottlenecks when recording IFS APPLICATIONS transactions as manufactured products are loaded into trailers from production lines.
- GS1-128 Label, EDI ASN and ISO Requirements compliance.
- Use of customer-specific shipping documents and labels for drop-ship orders.
- Time-consuming multi-step transactions dictated by IFS APPLICATIONS that slowed processing and completion of high volume shipments.
- Labor-intensive, manual inventory counts resulted in lack of real-time inventory visibility and accuracy.
- Reduced customer satisfaction and profit loss due to picking/shipping errors, returns processing, and reshipments.
- Inefficient and manual processes required to complete US/Mexico customs requirements and paperwork.
- Manual purchase order receiving workflow resulted in inventory errors.



Solution Highlights

After identifying these requirements, Durham completed a thorough evaluation of all software and vendor options and chose Radley Corporation's solution platform, based on Durham's needs for transaction automation combined with intricate labeling, shipping documents and customer-mandated EDI. Radley's solutions provided Durham with all of these components from a single software vendor. In addition, Radley offers a multilingual user interface and can configure transactions to meet the end user's workflows without customizing IFS APPLICATIONS.

When Durham's requirements changed during implementation, Radley's flexible software accommodated the necessary adjustments along the way. As a result, Durham was able to dramatically streamline and consolidate their processes. The Radley automated transactions were configured to follow Durham's unique physical flow of product, enabling them to complete their entire process from reporting product on the shop order to delivering the product, all in one continuous workflow.

- Streamlined Customer Order picking by replacing the printed pick list with a virtual pick list generated directly on the user's handheld terminal; parts, quantities and other data are now validated in real-time to prevent shipping errors
- Multiple customer shipments on a single trailer required numerous transactions to be completed in IFS APPLICATIONS. Radley completes all the transactions with one scan while automatically triggering the release and print of shipping paperwork.
- Met key customers' GS1-128 labeling and integrated EDI ASN transaction requirements without manual processing.
- Accommodated the differing US and Mexico plants processes by adding optional prompts in transactions and displaying in their respective languages.
- Automated customer specific shipping labels & documents without manual processing.
- Satisfied ISO & Durham quality standards by validating all inventory and shipping transactions against the IFS APPLICATIONS database, saving time and eliminating manual entry errors.
- Utilized Radley IntelliLabel technology to print per-customer order and per-trailer bill of lading documents that streamline border crossings from Mexico to the US.

Results

By integrating multiple Radley solutions with IFS APPLICATIONS environment Durham eliminated redundant steps and manual, clerical activities from purchase order receipts through shipment deliveries. More than a dozen transactions were automated and consolidated, many of which helped Durham meet specific ISO standards. Replacing manual data entry with automation and data validations greatly reduced shipping errors and costly customer returns, resulting in an increase in customer satisfaction rates. One of the biggest benefits for Durham was the redesign of its complex shipping process; including customer driven shipping documents, labels and IFS APPLICATIONS integrated EDI communication. What previously took numerous manual steps, Excel spreadsheets and many extra hours of labor is now consolidated and simplified by Radley software.

Since their original implementation, Durham's sales volume has grown significantly in part due to these process improvements. Durham and Radley plan to continue working together, identifying ways to further streamline operations. IT Manager, Karl Schultz summarized the ongoing relationship best, "After the success we've had improving our processes, we look at new challenges and think, "How can we solve this utilizing Radley software?""

AT A GLANCE

PROJECT SNAPSHOT

- [Operational Analysis](#)
- [Project Management](#)
- [Software Configuration](#)
- [Intermec Mobile Computers & Printers](#)
- [On-Site Training](#)
- [Technical Support](#)

BENEFITS

- [Multi-Language for Mexico Facility](#)
- [Reduced Customer Returns](#)
- [Consolidated and Minimized ERP Scans/Transactions](#)
- [Increased Real-Time Visibility to Inventory & Statuses](#)
- [Streamlined Cycle and Physical Inventory Counting](#)
- [Receives Immediate Error Alerts - As Each Barcode Is Scanned](#)
- [Manage mobile devices at Mexico plant remote from US](#)
- [Simplified Kitting of Materials & Components](#)
- [Full Service EDI](#)