

# Success in Operations

*Manufacturer of below-the-hook lifting systems chooses a new manufacturing information system.*

## CALDWELL GROUP



95 Employees



Rockford, Illinois



[www.caldwellinc.com](http://www.caldwellinc.com)

### SITUATION

Caldwell Group purchased a manufacturing information system in the late 1990s, but stopped implementation only partially through the conversion from a previous model because it wasn't the right fit. The company had been running multiple systems concurrently with some success, but recognized that business growth required more effective tools, particularly as customers continued to demand products and information faster and faster. Choosing the right replacement system from the dozens of options on the market, though, seemed a daunting task.

### SOLUTION

To avoid laying a new system on top of ineffective work processes, IMEC recommended combining the selection with internal process improvement work and led Caldwell Group through a review of the existing system, a "wants and needs" assessment and current state process mapping. After narrowing down the list of potential systems, IMEC brought in several vendors for high-level walkthroughs to help the company envision what a new system could do. With this background, Caldwell Group developed future state process maps incorporating key system capabilities and used them to communicate final functionality requirements to vendors. The company made a selection following more detailed demos, and implementation of the new system was underway.

### RESULTS

- Increased ability to serve customers physically & electronically
- Improved scheduling, management of inventory & work in progress
- Integration of e-commerce & configuration tools
- Enhanced shop floor efficiency & more on-time deliveries

*“We've been through a bad decision in the past-the wrong system and poor implementation-and I can tell you from experience that's much more costly than investing the additional time and money to bring in a resource like IMEC. Using IMEC's expertise and network, we feel like we did everything possible to make the best decision for our company.”*

- Doug Stitt, President



[info@imec.org](mailto:info@imec.org) | 888-806-4632