

Performance Made Secure: Continuous Upgrades Lock in Success for Industrial Manufacturer

The Company: A Leader in Press Fit Fasteners

Driv-Lok manufactures approximately 13,000 types of press fit fasteners, groove pins, studs and hollow or solid dowels for customers in the automotive, consumer, high-tech and industrial manufacturing areas. Of these, some 11,000 are manufactured as “specials” to their customers needs. Driv-Lok pins are found in automotive, motorcycle, sports and industrial type applications. Founded in 1939, Driv-Lok has 115 employees and annual revenues in excess of \$14 million.

The Challenge: Driving Customer Satisfaction

Delivering the best product at the lowest price means containing costs while improving productivity and maintaining high quality. “We started a very intensive project about ten years ago to utilize every bit of QAD that we could. That’s allowed us to keep our personnel costs, and other areas, low — and still be able to offer the same level of customer support, if not even better,” says Dave Ruetz, MIS manager for Driv-Lok.

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Major customers in automotive, sports and other industries demand perfect product, with zero defects. Driv-Lok needs to be able to trace any product from the sources of raw material through the manufacturing process, from any vendor or to any plant. “QAD, with their manufacturing processes, allows us to keep 100% lot trace capability,” says Ruetz.

A QAD customer since 1988, Driv-Lok has adopted a strategy of continuous upgrades to its QAD Enterprise Applications. In 1999 the company reevaluated QAD as its ERP vendor of choice. “We were looking at other vendors

and we couldn’t come up with another ERP supplier that did everything we wanted. So we stayed with QAD, and have continued to upgrade with it since then,” says Ruetz. Driv-Lok is currently in the process of upgrading its QAD Enterprise Applications from QAD 2007 to QAD 2008.

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The Solution: Leveraging Current Functionality to the Max

“As a company, we have decided to continually upgrade and keep abreast of the QAD releases. We maximize the use of QAD to the fullest extent possible,” says Ruetz. And, as new versions are released, capabilities that were once customizations become part of the core product. “When we upgrade, we find ourselves cutting back things like custom reports, because the things we want to do are now folded into the base product,” he says.

“It’s less for us to maintain if we stay current,” says Ruetz, anticipating that the present upgrade will allow him to reduce customizations from over 300 to under 50. He adds, “A lot of the business processes they need in sales and accounting will be greatly enhanced with the new applications.”

Ruetz likes the way the inherent simplicity of QAD Enterprise Applications will make his life easier. “As a company we try to do everything on QAD ourselves. We find with the way QAD is written, and the way Progress databases are made, we can do a lot of things ourselves.” He adds another reason his independence is possible: QAD Support. “I’ve been here since 1998, and the support department has been there for everything, every question we’ve ever wanted. I call them and I get answers immediately” says Ruetz, adding, “The support people know exactly what they’re doing.”

The Benefits: Increasing Flexibility, Reducing Costs

“QAD has allowed us to give all levels of employees within the company, from the president all the way down to the shop floor, the information they need when they need it,” says Ruetz.

Each day Driv-Lok’s president and CFO review levels of Work in Process (WIP) inventory and stocking inventory. “They have a number where they’re comfortable; if it’s below or above that they start asking why. If we notice that our safety stock or inventory levels are getting high, they’re able to go ahead and get the reports out of QAD,” says Ruetz. The system operates in near-real time, with no batch processing or lag time in information processing, giving management an accurate, up-to-the minute picture of inventory and production.

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Managers can easily see the status of safety stock or WIP, or determine how many production hours were generated on a given day. The reporting capabilities in QAD Enterprise Applications also help Driv-Lok maintain its ISO 14001 certification.

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The Future: Upgrading is a Triple Win – Company, Customers, Employees

Driv-Lok sees its commitment to keeping its QAD ERP systems current as a key aspect of upholding the commitment to serving its customers. While Driv-Lok is in the early stages of its upgrade — QAD 2008 is operating in a test environment as of this writing — Ruetz is enthusiastic about anticipated results, and QAD .NET User Interface (UI) in particular. “The sales people will be much

Highlights

Company

Company Name	Driv-Lok
Industry	Industrial
Annual Revenue	\$14,000,000
Employees	115
QAD Users	90
Products	Press fit fasteners; groove pins, tubular spring pins, machine keys, dowel pins, shafts, knurled pins, coil pins, clevis pins, split hollow dowels, seamless hollow dowels and Barb-Lok™ pins and studs for the plastic industry
Number of Suppliers	Approx. 24 significant raw material vendors and 100 MRO and services

Solutions

QAD Enterprise Applications	QAD Enterprise Applications 2007 QAD Release Management
Hardware Platform	IBM P5 550
Database	Progress OpenEdge 10.x
Operating System	AIX
Languages	English
Number of Sites	One
Time-to-Benefit	Immediate

Results

- Customizations cut from 300-plus to under 50
- More effective use of in-house IT resources due to fewer customizations
- Lower in-house IT costs due to leveraging QAD Support
- Reduced costs in sales, accounting and general administrative areas
- Better visibility of information for management decision making
- Improved information access for all employees
- Enhanced processes for sales and accounting

more efficient,” he says. In addition to a phased rollout of the new UI to his other departments, Ruetz also plans to utilize the customer relationship management (CRM) capabilities now available in QAD 2008.