

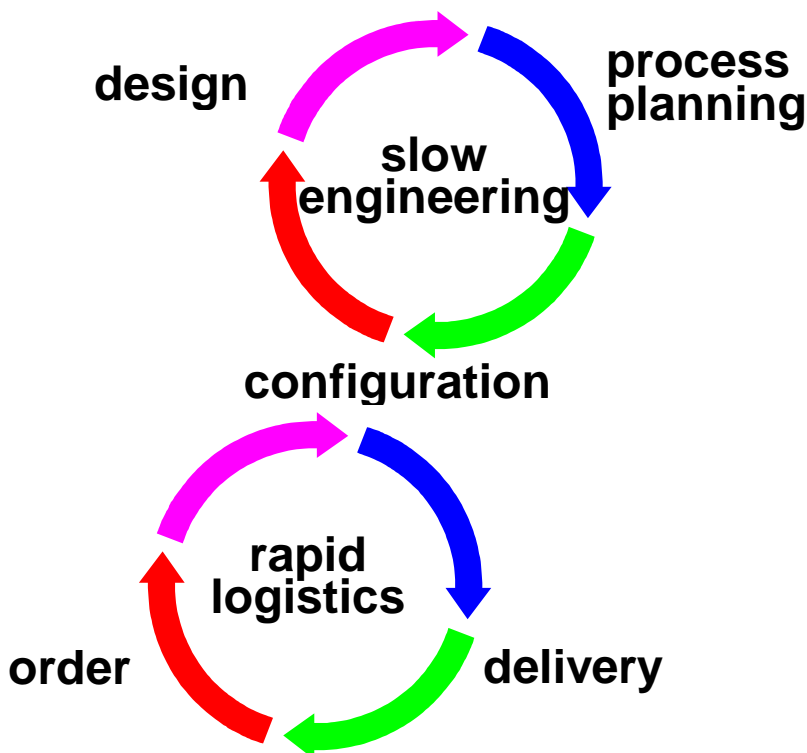
Changing gear

– and mindsets

Peter Thorne of Cambashi, as part of a wide-ranging review of manufacturing industry and its use of IT, highlighted the need for companies to review – and keep under review – their business processes, with a view to identifying unnecessary delays in concept to delivery.

Many companies think of customisation and configuration as an engineering process. For example, even where there is a well defined set of configuration options, many sales orders go to the design office for checking - which usually happens 6 weeks into an 8 week lead time.

The two wheels picture reminds you to (a) invest in design of configurable product families - then you have a chance of moving configuration into the fast logistics cycle and (b) actually do it!



If the design office has helped set up the rules in the product configurator of a sales order processing system, then manufacturing will agree to eliminating the design office check of the order - and this can be a large percentage of the actual lead time.

The customer who places an order in week 1, then is told it is not configured correctly in week 7, immediately thinks you are off-the-competitive-pace!