

Success Story Universal Stenciling & Marking Systems, INC.



Established in 1904, Universal Stenciling & Marking Systems, Inc. has maintained its' family ownership and a reputation for excellence in marking products. Dedicated to the advancement of contact coding technology and through research and innovative design, they keep raising the bar in terms of the quality of product and the appeal to the industry for their products.

In 2004, the Universal team upgraded to take advantage of the Sales Order and Invoice Workbenches and found the new functionality to be of great benefit. Using the collaboration of the INDUSTRIOS Software Services team for this upgrade and the INDUSTRIOS Technical team for ongoing support, has provided benefits across the board to Universal Stenciling & Marking.

“

“We were impressed with the capability of the software, but once that's implemented, then you see how much you can do in a short period of time. That is very impressive,”

Charlie Stockwell, IT Director

Their focus on product research has resulted in ongoing patent awards and enabled them to enter new markets that require products to survive harsh environments and high production rates. Now they manufacture for other original equipment manufacturer (OEM) competitors.

THE NEED FOR INDUSTRIOS

A former user of the Platinum Advanced Manufacturing System (PAMS), they moved to INDUSTRIOS at the recommendation of their local PAMS reseller in 1999 after reviewing various software packages.



COMPANY

Universal Stenciling & Marking Systems, Inc.

WEBSITE

www.universal-marking.com

INDUSTRY

Marking, Stenciling & Coding Equipment

MARKET FOCUS

Manufacturing & Agricultural marketplace

THE CHALLENGE

Managing sustained growth while accommodating new regulations and increases in raw material costs.

THE SOLUTION

IndustriOS

THE RESULTS

- | | |
|---|--|
| 1 Increased cost tracking reliability | 3 90% order ship rate in 24 hours with tight inventory control |
| 2 Inventory accuracy and costs improved from Inventory module | 4 Increased growth without increasing staffing through streamlined processes |

"INDUSTRIOS enables us to easily see the real costs of raw materials. I can sharpen my pencil and only go up as much as I have to without passing along an across the board percentage increase to our customers"

Karen Surdyk, Executive Vice President



The INDUSTRIOS software has enabled Universal Stenciling & Marking to work through several challenges related to product liability insurance; custom machinery and manufacturing; and increased costs in many of their raw materials.

With increased inventory accuracy, Universal easily manages an extensive raw material list of over 3000 items. Products are made to order which is a huge time and money saver. Many of the products sold are private labeled and the product has to be imprinted with the customer's information.



Production Control

New regulations for product liability insurance resulted in the decision to reformulate many of their ink products, requiring new item numbers, process plans, and Material Safety Data Sheets. The flexibility of the process plan functionality helped them achieve this goal.

"The time that we save working on new projects based on having real data from previous process plans or production jobs is a huge benefit to us. It allows us to not only reduce time spent in the design of the job, it also allows us to track costs so much more closely"

Karen Surdyk, Executive Vice President.

Setting up a full computer numerical control (CNC) operated plant gave them an advantage over their OEM competitors. Now Universal manufactures for them. They are also creating significantly more custom machinery; in one instance designing a machine to print government data on empty bomb-shell casings. They were able to easily set up items and bills of materials (BOM's) to meet the customer's requirements.

"My engineering department absolutely loves the interface INDUSTRIOS has with the CAD system to link drawings to the Item Master. It makes it really easy for them to work with custom applications"

Karen Surdyk, Executive Vice President.

"With the help of INDUSTRIOS, we are able to keep tight control of our inventory and subassemblies. This is one of the reasons we are able to produce and ship 90% of customers' orders within 24 hours. Our superior service is something that we enjoy hearing about from our customers"

Karen Surdyk, Executive Vice President.

Universal Stenciling & Marking now has less employees than when Karen started 26 years ago and their business has grown tremendously in that time. They have accomplished this by implementing computer systems, a machining center in their plants, and the INDUSTRIOS software to manage it.

"We save employee costs and associated overhead costs by having software that allows us to increase our business without increasing our employees. It's easy to use and to train people on other modules. It may not be what people do every day, but they can step into other areas and work with ease"

Karen Surdyk, Executive Vice President.



The Bottom Line

Universal Stenciling & Marking has seen bottom line improvements because of features in INDUSTRIOS: using data and drawings from historical process plans improved productivity, decreased errors, and allowed present to historical cost rollup comparisons; using the price lookup utility in the Sales Order Workbench to validate customer price history has streamlined customer service requests, decreased phone expenses and increased customer satisfaction; the accuracy of the Inventory module enables them to schedule just-in-time and blanket orders with their vendors and enables the purchasing team to re-evaluate deliveries and schedules as needed.



Inventory

Karen indicated that the accuracy and the costs of inventory have both improved with the INDUSTRIOS Inventory module. Facing increases in raw material costs for metals, pigments, dyes, and solvents, Karen turned here for her solution.



INDUSTRIOS
SOFTWARE, INC.

IndustriOS Software, Inc.

2115 South Service Road W - Oakville, ON L6L 5W2
Tel (905) 432-3877 - Fax (905) 829-3349

sales@industrios.com
www.industrios.com