

## CASE STUDY: BURGESS-NORTON

# ENHANCED USER EXPERIENCE IN SAP PRODUCTION PLANNING

### OVERVIEW

The world's largest manufacturer of piston pins and leading producer of powder metal parts, Burgess-Norton (BN) operates seven facilities around the world to serve its global customers. From prototype requirements and small production batches to high volume programs, BN manages the process from inception through completion. Planet Technology improved user acceptance and employee morale through PP enhancements, user work instructions, and a production target report to enable faster predictions and decision making.

### CHALLENGES

Due to the pressures typically involved during an SAP implementation, BN's SI neglected to spend sufficient time documenting training materials. Furthermore, to reduce implementation costs, the business undervalued the importance of training. More than a year after go-live, BN was not seeing enough ROI with its SAP system, particularly in its manufacturing facilities. BN needed help to increase efficiency by:

- A.** Developing and documenting standardized training materials and work instructions for Production Planning (PP) to be published into work instructions for the users
- B.** Canvassing the PP user base for pain points and opportunity gaps in existing capabilities
- C.** Prioritizing the gaps and solving them.

## SOLUTION

We deployed one of our senior SAP consultants with deep expertise in PP and MM to make changes to the system, document the change and the process, then document and deliver training materials for user adoption. Our consultant first made the decision to locate his workstation in the manufacturing facilities rather than the IT department. He then opted to split his time between each of the manufacturing facilities. He met with key users and interviewed them to establish what was working and what wasn't. He then provided various options to solve the problems, including pros and cons of each option, along with his recommended approach for each solution.



### 15 WEEKLY MAN-HOURS SAVED

Implementation of a new complex production target report improved production tracking.



### IMPROVED PRODUCTION PLANNING

Upgraded production planning capabilities.

## RESULTS



### ENHANCED TRAINING & DOCUMENTATION

Clearer resources led to users leveraging SAP functionality better



### AUTONOMOUS SAP CONSULTANT

Planet Technology consultant freed the IT Director to work on other initiatives.



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