

Kaydon Corporation



customer success story
discrete manufacturing

→ “When we looked at the **Infor solution**, we knew that we would be able to do our jobs easier and focus on **eliminating waste** throughout the company.”

Randy Jensen,
MIS Director

Kaydon Reduces Lead Times from Weeks to Days with Infor

Kaydon Corporation designs and manufactures an array of proprietary custom-engineered, critical performance products to a diverse customer base throughout North America, Europe and Asia. Their principal products include bearing systems and components, and filters and filter housings as well as custom rings, shaft seals, linear deceleration products, slip-rings, video and data multiplexers, fiber optic rotary joints, printed circuit boards, specialty retaining rings, specialty balls, fuel cleansing systems, industrial presses and metal alloy products. These products are used by customers in a variety of medical, instrumentation, material handling, machine tool positioning, aerospace, defense, security, construction, electronic, marine and other industrial applications. All of the company's manufacturing is done in-house and subcontractors are utilized for occasional specialized services.

Kaydon seeks to grow the business and strengthen its operational excellence by focusing on strategic initiatives in manufacturing efficiencies and process improvement. Both lean manufacturing and Six Sigma principles have been adopted throughout the company. Lean "thinking" and Six Sigma, according to Kaydon, includes operational efforts to eliminate redundant costs and non-value-added activities, an implementation of a proven set of tools and processes aimed at reducing variability and developing products and services to serve customer needs.

With Infor ERP SyteLine in place, Kaydon was able to embrace these philosophies and show positive financial results. "The Infor solution goes hand-in-hand with our lean manufacturing efforts which is a key and vital part to delivering a world-class product and world-class value to our customer," adds Al Hubbard, Kaydon Plant Manager. "At Kaydon we pride ourselves in making customized products for our customers, and Infor has truly helped us achieve that," concludes Hermann.

The Situation

Prior to utilizing Infor, Kaydon operated on a legacy-based, proprietary system that depended on batch processes and did not allow critical information to get to the shop floor. As each product became more customized, it was getting harder to change orders accurately.

As a result of the batch environment, lead times increased and customers felt the impact. The company needed to find a way to reduce lead times by aligning its systems from the beginning to the end of the manufacturing process.

The company was also growing and needed to find a way to communicate with its other manufacturing plants. This communication could help in overflow situations and would help management pinpoint where non-value-added processes were occurring in the entire organization versus looking at each plant individually. New procedures could be implemented globally instead of creating several new and unique methods for each plant.

"Our product relies on complex manufacturing processes and we found that only islands of information were reaching the shop floor," said Chris Hermann, Kaydon Production Control Manager. "The need for a solution was apparent."



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Chris Hermann,
Production Control Manager

The Solution

With the impending implementation of lean manufacturing, Kaydon knew they needed a solution that would align with the new philosophies and meet the evolving needs of its customers. "We were looking for a system with an open architecture that allowed us to meet our customer requirements," says Randy Jensen, Kaydon MIS Director. "When we looked at the Infor solution, we knew that we would be able to do our jobs easier and focus on eliminating waste throughout the company."

With the implementation of Infor ERP SyteLine, information flows through the factory more efficiently. The company can react better to change orders and is able to be more flexible in the manufacturing environment. "We have reduced our lead times by providing good, quality information to the talented people that make our products," continues Jensen. Clerical work has also decreased and employees are now able to focus on more strategic and tactical planning.

Kaydon found that the solution increased their competitive advantage. "Infor ERP SyteLine allows us to be more competitive," says Hermann. "We are now able to change orders quickly and efficiently so we can get shipments out the door in time to meet our customer demand. Our delivery performance has risen to the high 90 percentile."

Kaydon is implementing Infor ERP SyteLine in three of its locations and has completed seven installations over the last four and a half years. "We look forward to continuing the success we have already seen with this solution," adds Jensen.

Real Results

- Improved lead times from 12-14 weeks to 3-5 days
- Increased delivery performance by 20 percent
- Maintained 70 percent improvement in inventory levels
- Reduced administrative and clerical work
- Redeployed employees for more strategic and tactical planning
- Eliminated waste and downtime from manufacturing processes
- Provided more accurate information to the shop floor
- Reduced expedited shipment rates by eliminating the need to rush every order
- Minimized customization times with better information the first time around
- Enhanced communication throughout the entire organization



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