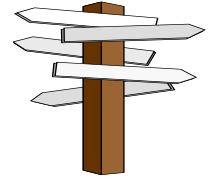


# THE MINNESOTA LOGGER



Minneapolis/St. Paul Chapter 6 District 6 of the  
International Society of Logistics (SOLE)

Minneapolis/St. Paul

Issue No. 251

Date - April 2003

## Chairman's Corner

### ERP and Product Service Elements

We are continuing our discussion of *automation and integration* of business processes as it affects the "Elements of Logistics" as defined by B. Blanchard.

Previously we defined some of the features of ERP systems and noted some new features of stand-alone best-of-breed applications and their provider firms that apply to product service.

One critical area of after-sales customer support and products service support is product defect management. The key processes, within the business process model (reference: APQC), is the sub-process, "Ensure product quality" within the process, "Manage production and delivery process."

A typical ERP system is oriented around production of new products where in-use/in-service defect management is limited and concentrated. Following installation/fielding of the product the product defect data can be generated from a larger number of disbursed sources. As a result ERP system may lack adequate sub-systems for the corrective action process for product defect management. Note that firms may have a manual process for product defect management. Again, we are looking for tools that move the firm toward *automation and integration* of the business processes.

We want to review the best-of-breed suppliers of tools for "product defect management" as it relates to ERP systems. The support provided by the various ERP systems to in-service product defect management is limited. There is a basic feedback via customer support modules and field service extensions, if even present in the package.

However, they lack the *integrated collection and automated management* of product defect data. This data is typically obtainable from a number of sources once the product achieves installation and operational status such as external customers,

integrators, distributors, installation teams, the supplier base, etc.

Key best-of-breed providers add capability that enhances the product support process. Specifically, the process for continuous improvement in product quality is enhanced by best-of breed suppliers. Several suppliers are:

Agile Software [www.agilesoft.com](http://www.agilesoft.com)

Integrated Quality Systems [www.iqs.com](http://www.iqs.com)

Pilgrim Software [www.pilgrimsoftware.com](http://www.pilgrimsoftware.com)

PTC [www.ptc.com](http://www.ptc.com)

For example of the capability, Agile Software indicates, "The Agile Product Quality application gives the product organization access to real-time customer feedback and product defect data. Product performance data (whether captured by a company's Customer Relationship Management application or other means) is transmitted in real time to the various product functions using the integration tools for this application. An engineering-driven corrective action process is initiated to address customer issues. To "close the loop," the corrective action taken is pushed back into a company's customer-facing system (e.g., CRM application) so that customers have corresponding visibility into the product improvement process.

Agile Customer Response enables companies to complete the closed-loop feedback and response process back out to field service, to operations, to your supplier base, and ultimately to your external customer base. Customer Response can be seamlessly integrated to CRM applications if in use.

Agile Customer Response also allows companies to publish the latest product and reference material resident within Agile's Product Lifecycle Management system directly to the service organization. During customer or field-support calls, service personnel are able to use detailed engineering change histories and associated

historical product detail (generally not resident in today's CRM applications) to more effectively troubleshoot and resolve customer issues.”

The best-of-type solutions described above are needed in the service business where the *automation and integration* of software tools and sub-systems has lagged behind the supply chain and production operations.

Next month we will continue to examine other providers of products and services for other business processes in the service business.

**Larry G. DeVries, CPL**  
**Chapter Chairman, Twin Cities 2002-2003**  
 Chapter 6 District 6  
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### 2002-2003 MEETING TOPICS

<b>Date</b>	<b>Event</b>	<b>Remarks</b>
<b>Wed, 23 Apr 03</b>	<b>Chapter Review of St. Thomas Presentation</b>	<b>Ken Dacas will coordinate</b>
<b>Sat, 17 May 03</b>	<b>Visit Jackson St Roundhouse</b>	<b>Jack Povlock will coordinate.</b>
<b>Thu, 19 Jun 03</b>	<b>Paddleford Evening Cruise</b>	<b>Joe O'Brien will coordinate.</b>

### UPCOMING MEETING - -

#### April 23, WEDNESDAY

**The April meeting will be held at Donaldson Company in Bloomington. The meeting will be a dress rehearsal for a Logistics presentation to be delivered at the College of St. Thomas to a Masters Program class. The presentation will take one and a half hours and be delivered by Larry DeVries, Ken Dacas and Joe O'Brien. Pizza and drinks will be catered in to the meeting.**

## Last Meeting

### RECAP of the March Tour

By Larry G. DeVries, CPL

The Chapter gathered at the Delmar Company, Lakeville, Minnesota, on March 20, 2003 for a tour of a small company. This firm is a fabricator of plastic parts using many types of materials but with a concentration on precision machining and plastics welding operations using basic plastic stock material (sheet and bar stock). The core competency of Delmar is its concentration on producing low volume jobs requiring precision fabrication methods. The 25 employees are highly skilled after several years on the job.

Kevin Delk, President of Delmar, started out the evening with a short briefing before the tour to the seven Chapter members present. He explained the plastics industry with a discussion of the types of plastics, the trends in materials (strengths and composites), and the types of jobs Delmar has completed. He included a discussion of the types of plastics suppliers: injection molders, flow molders, and fabricators like Delmar. He then conducted the tour of the shop area. He covered the cutting, milling, boring and threading machines of various types explaining that his operation used process equipment similar to metal fabricators.

He explained the job bidding process that is inherent in the supplier-job shop environment. His customers were generally searching for a supplier that could do a difficult, precision or higher cost job rather than a high volume job. After a job is quoted and won he discussed the transfer of CNC instructions and drawings from his customers via electronic file transfer. He showed the various kinds of quick-change tool machines that allow multiple tools to be used on a single process machine. He then explained the hot air welding process that allows fabricated components to be welded into finished parts. A typical weld might be a corner joint with a bead welded to both the exterior and the interior of the edges of two pieces of flat stock.

## CHAPTER HISTORY RECAP

### April Meeting

Chapter History Compilation: Chapter members are encouraged to bring their own historical information for the Minneapolis-St. Paul Chapter to the meeting in April. Copies of newsletters ("The Logger" and its predecessor) are especially important to bring along - any information on the Chapter is important. Our goal at the meeting is to consolidate and organize the information. Following that task a committee will prepare a short written history of the Chapter for use and reference by the members.

Questions? [larrydev@earthlink.net](mailto:larrydev@earthlink.net)

## DARPA CHALLENGE RACE

DARPA Autonomous Ground Vehicle Grand Challenge Race. In case you have not heard of this government sponsored systems engineering (and logistics) challenge race with a big cash prize you can check it out at

<http://www.arpa.mil/grandchallenge/index.htm> .

## What is SOLE

SOLE was founded in 1966 as the Society of Logistics Engineers "to engage in educational, scientific, and literary endeavors to advance the art of logistics technology and management." There are over 90 SOLE chapters in more than 50 countries throughout the world. Chapters conduct technical meetings, symposia and workshops, all designed to provide the SOLE member with opportunities for professional advancement. Chapters and districts also sponsor regional technical meetings.

Check out the SOLE web site at [www.SOLE.org](http://www.SOLE.org)

All during the tour he showed examples of various jobs either work-in-process or recently completed. These ranged from small precision parts fabricated from bar stock to large tanks fabricated either from rigid, flat stock plastic or cylindrical tanks fabricated from flexible, flat stock plastics. Material is supplied daily from Delmar suppliers to support the shop's requirements. The material system monitors the flow and recommends purchases based on requirements.

The interesting part of the business to the President was his involvement in many different kinds of projects ranging from jobs for the medical industry to parts for a Florida highway bridge project. If you missed the tour take an information briefing and a web tour using the web site at <http://www.delmarcompany.com> .

Following the tour the Chapter members met at *The Charthouse* in Burnsville to review the evening and plan the next month's activities. In April the Chapter will be preparing a presentation to be given to a class of adult education students in the MBA program at St. Thomas University, Minneapolis. The topic for the evening of April 30<sup>th</sup> will be "Logistics & Integrated Logistics Support".

## CHAPTER WEB PAGE

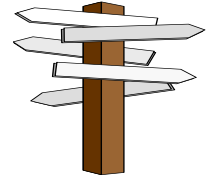
Our Chapter now has a web page with pertinent information on the chapter including a short history, chapter contacts, and downloadable copies of past newsletters (.pdf format).

Go to the SOLE web site <http://www.sole.org> and then >> Member Services >> SOLE Websites >> "Dist 6 Chp 6".

We hope this provides a place to find information for our members and potential members. Send comments on the web page to our web master through the e-mail links there.

Questions? [larrydev@earthlink.net](mailto:larrydev@earthlink.net)

# THE MINNESOTA LOGGER



Minneapolis/St. Paul Chapter 6 District 6 of the  
**International Society of Logistics (SOLE)**

## MINNEAPOLIS/St. PAUL CHAPTER

MEETING DATE: **Wednesday, April 23, 2003**

LOCATION: The Donaldson Company, Bloomington, MN

TIME: 6:00pm

DINNER: 7:00 pm, Pizza and drinks catered from a local restaurant

MEETING TOPIC: Dress Rehearsal of the St. Thomas Presentation &  
Historical Compilation for Chapter 6 District 6

This meeting is a dry run in front of the membership for a presentation to be made at the College of St. Thomas on the 30<sup>th</sup> of April. The theme is product support and logistics engineering and the class is a Master's degree (MBA) program in Management. We have been invited to give the students a picture of Logistics that is not just transportation and warehousing. That being said we will concentrate on how support is built into a system to achieve the lowest possible cost to the manufacturer and the user.

The membership is urged to come to the meeting and provide critique. Do not be shy about voicing comments as we want to have the best presentation for this effort. An additional goal is to begin the compilation of the Chapter's history.

### **Directions to Donaldson Company:**

**Donaldson Company is located on the NW corner of 35W and 94<sup>th</sup> street. It's very easy to get to. Get on 35W and exit on 94<sup>th</sup> Street. You can't miss the Donaldson campus; it's across the street from the Holiday Inn.**

**Our meeting will be held in building 9301. Enter through the 9301 entrance. There will be a guard at the reception desk. He will call me to escort you to the conference room**

**RESERVATIONS:** Call one of the following for reservations not later than 18 April 03:

Honeywell

Lockheed Martin

United Defense

Other

Jack Povlock

Joe O'Brien

Ken Dacas

(763) 954-6263

(651) 456-3977

(952) 887-3855

PLEASE POST

## 2002-2003 OFFICERS/COMMITTEE CHAIRS FOR DISTRICT 6 CHAPTER 6

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Vice Chairman Operations: Ken Dacas (O) 952 887-3855, Ed Nelson (H) 651-451-0233

Vice Chairman Finance: Jack Povlock (O) 763-954-6263

Vice Chairman Administration: Open

Newsletter Editor: Joe O'Brien (O) 651-456-3977 (H) 651-452-6789

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