



MAXWELL TECHNOLOGIES SHAVES 10 DAYS OFF OF PRODUCTION SCHEDULING WITH IFS APPLICATIONS™

Maxwell is a leading developer and manufacturer of innovative, cost-effective energy storage and power delivery solutions. Its ultracapacitor cells and multi-cell packs and modules provide safe and reliable power solutions for applications in consumer and industrial electronics, transportation and telecommunications. Its high-voltage grading and coupling capacitors help to ensure the safety and reliability of electric utility infrastructure and other applications involving transport, distribution and measurement of high-voltage electrical energy.

Its radiation-mitigated microelectronic products include power modules, memory modules and single board computers that incorporate powerful commercial silicon for superior performance and high reliability in aerospace applications.

THE CHALLENGE

Reducing the amount of time it takes to get a product into a customer's hands is one key benefit of enterprise resource planning (ERP) applications. By leveraging the scheduling functions of IFS Applications™, Maxwell Technologies, a San Diego-based leader in ultracapacitor design and manufacturing, needed to shave time off from their typical production cycle and cut non-value added work involved in manually updating shop orders.

Maxwell Technologies, which operates from two San Diego facilities and manufacturing operations in Switzerland and China, is the world's largest supplier of high-voltage grading and coupling capacitors for electric utility infrastructure. The company is also a leading developer and manufacturer of radiation-hardened microelectronics, which are resistant to radiation and therefore suitable for space and military applications.

THE SOLUTION

Maxwell selected IFS Applications in 2001, implementing the system in three months.

“With IFS, we are able to manage all aspects of our day-to-day operations in the areas of manufacturing, finance, customer relations, engineering, IT, quality, document control, materials management, sales, and distribution,” Master Schedule Thomas Prouse said. “We now have a system that can fully support business performance measures, EDI, and one that is end-user friendly.”

Prouse said that IFS has helped Maxwell increase visibility of the company's materials and production planning processes including sales orders, customer orders and other information that drives the business.

ABOUT MAXWELL TECHNOLOGIES

Maxwell Technologies is a leading provider of power and computing systems and components. Its solutions support a range of industries, including transportation, telecommunications, e-commerce, consumer and industrial electronics, medical equipment and products, and bio-processing.



“But perhaps the most dramatic effect IFS Applications has had on our operation is in the area of production scheduling,” Prouse said, explaining how Maxwell had shaved 10 days off of this process. “We had been scheduling demand on an Excel spreadsheet—and that took 10 days. We would open and close shop orders for every change that came across. Our shop orders drive demand on more than 100 parts, and employees had to change quantity on each shop order every time there was a change. We had a person 100 percent devoted to changing quantities on shop orders.”

Due to Maxwell’s former labor-intensive scheduling processes, it took a long time to determine when each new order could be filled. When a salesperson would receive an order, they would have to wait 24 to 48 hours before telling the customer exactly when the order could be filled.

“Every time an order would come in, we would physically confirm that date,” Prouse said. “IFS does that for us based on the sales forecast. Now, we only manage the exceptions. From the customer service side, now our customer service people can focus on interfacing with the customer and doing things that the sales force needs rather than chasing confirmation dates. Plus there is no longer a 24–48 hour waiting period when orders come in.”

Other departments have realized benefits from Maxwell’s implementation of IFS Applications, according to Prouse.

“The finance department as been impacted by our scheduling functionality as well,” Prouse said. “When we integrated the master schedule module, we created work centers for costing. As a product moves to our factory there are work centers they go to. Finance can now do costing by work centers which allows them to do analysis more accurately.”

BENEFITS

- Faster scheduling processes.
- Improved customer service.
- Ability to capture cost by work center.
- Rapid implementation.



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Maxwell Technologies