

# Success Story

«Our expectations of the shop floor data collection system have been met in their entirety. All in all, the acquisition of the shop floor data collection system has been worthwhile for us at any rate. We are very satisfied with the performance of the system and the support from tisoware and Kaba.»

Armin Haberstroh  
Head of production



[www.ganter-griff.de](http://www.ganter-griff.de)

Kaba Partner:



[www.tisoware.com](http://www.tisoware.com)

## Otto Ganter GmbH & Co. KG, Furtwangen



### Shop floor data collection system increases customer satisfaction

So as to be able to meet the customer-specific special requirements even more quickly and effectively, the medium-sized company Otto Ganter was looking for a solution with which the production is more transparent, quicker and easier to monitor. A shop floor data collection solution integrated in the ERP system now delivers precise data on the current production status and delivery date. Otto Ganter GmbH & Co. KG was founded in 1894 and is now in the third generation of family ownership. Turned parts have been produced in the Black Forest company from the very start. It soon specialized in turned operating handles. Otto Ganter recognized early on the commercial importance of standardization by the DIN establishment in the industry and established itself as a supplier for standardized parts and operating elements. These parts were primarily produced according to DIN and intended primarily for tool making

machines. In addition to the DIN parts, proprietary Ganter standards were then gradually created and further production processes introduced. Today, Ganter is one of the world's largest suppliers of standardized parts for operating and clamping as well as device and machine elements and currently employs 230 persons. Its more than 25,000 customers include companies from all sectors; focal areas are mechanical engineering and tool-building. Everyday, Ganter receives approx. 500-600 orders. As a result of the extraordinarily high stock levels in the highly modern, fully automatic warehouse, rush orders received by 4 p.m. can be dispatched the same day. Through its many years of experience, flexibility and state-of-the-art production technologies, the Furtwangen company also realizes a large number of customer-specific requirements in small batch numbers. So as to be able to supply quickly and flexibly at all times.

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Otto Ganter invested in 2000 in an automatic small parts warehouse and a modern dispatch and service center. As the demand for Ganter products was constantly increasing, this was followed by comprehensive investments in the areas of production machines and capacity enhancements. Furthermore, the company replaced its individual software in 2004 with the standard software Navision from Microsoft Business Solutions. The demand for the integration of all business processes and e-business led to the decision to replace the existing DP systems with a modern, integrated ERP solution. The implementation partner was the system house B.i.Team Gesellschaft für Softwareberatung mbH in Karlsruhe. Since June 2004, Otto Ganter has had all its business processes handled in an integrated manner. With Navision, 80 per cent of all orders now run automatically from the order collection through to shipment. "Despite these improvements, we still did not have enough information about the production progress", explains Armin Haberstroh, the Head of Production at Otto Ganter. "We wanted to know in a prompt manner where which order was exactly and how much had already been processed. The data feedback from production consisted of manually completed work, material and test cards and from the accompanying documents of the production orders. Amount information for the individual work steps and withdrawals of material were booked manually. The entry of approx. 600 responses per day was highly time-consuming for the employees. "The data were not available in real time", is how Armin Haberstroh

describes the major disadvantage. "Due to the high number of orders, however, we had to make faster delivery statements. As no actual production times were recorded, a post-calculation was also not possible." This all led to the decision to introduce an electronic shop floor data collection system for the automatic collection of the production times and machine data. The requirement was that it should be possible to easily integrate the solution in the ERP system Navision. On the one hand, the shop floor data collection terminals were to be robust so that they could be operated with oily fingers; on the other hand, they were also to be convenient so that as much information as possible could be conveniently called up. After many presentations from suppliers, in-depth analyses of the offers and four reference visits, the Black Forest company opted for the solution from the software specialist tisoware from Reutlingen, in combination with Kaba terminals. The decision was not made on costs but rather on the functionality and the expected benefit of the system. In a first step, the existing time recording system was converted to the tisoware Zeit module as of July 2006 and Kaba time recording terminals of the type B-Net 93 40 installed in the administration. In the production, in which shifts were worked from 4 a.m. to 8 p.m. due to the expensive machinery, the employees record their attendance times on the new shop floor data collection terminals of the type B-Net 95 80. Shop floor data collection was started in a second step on 1.12.2006. "The introduction went very easily, the employees coped with the new procedure well and since

February, the system has been running smoothly", explains Armin Haberstroh. The employees in production and assembly record order start/end, set-up times, malfunctions, subsequent work and piece numbers at the PC terminals. Via tisoware BDE plus, the production manager can see the current production status at any time. "Our expectations of the shop floor data collection system have been met in their entirety", says Armin Haberstroh, taking stock. "We are always up-to-date, have a high level of transparency and can react immediately to problems", is how the head of production, Haberstroh, describes the current situation. Now production and set-up times per order, analyses of down times and malfunction times are available at the press of a button without any further administrative effort. "Our company has grown, we have more orders, more machines and also more employees. Plus, customer's behavior has changed. Quick deliveries at particular dates are required. Our big plus point over the Far East is our prompt delivery service which we were able to improve with the shop floor data collection system", explains Armin Haberstroh. The system supplies Ganter with permanent monitoring of quality and profitability with constant actual/target comparison of the delivery quantities and delivery dates of all orders as well as an automatic post-calculation. "We were thus able to increase customer satisfaction further as with the help of the shop floor data collection, we are able to make faster and more precise statements about the production status and the delivery date of the respective customer contract."