SYSPRO TRACEABILITY Mitigating the Effects of Product Recalls IN THE AUTOMOTIVE PARTS AND ACCESSORIES MANUFACTURING INDUSTRY



Facing a recall? Trace. Isolate. Eliminate. Mitigate.





The Importance of Implementing a Robust, Reliable Traceability System and Product Recall Plan

The number of product recalls in the automotive industry has accelerated dramatically over the past few years. According to law firm Clyde & Co., car recalls grew by a staggering 150% in the five years between 2012 and 2017. The increasing use of common components in large numbers of products causes recalls to spread across several manufacturers with some problems not becoming apparent until the goods have been sold to the mass market. For example, in the US about 37 million vehicles from different manufacturers including General Motors, Ford and Toyota, were recently under recall because of defective airbags made by a single airbag manufacturer. Of all the types of product recall, automotive is the most expensive. According to research by German insurer Allianz released in late 2019, the average value of large recall claims in the automotive industry is \$13.78m.

To give you an idea of the scope and immediacy of automotive product recalls, here is a list from January 2020 alone:



Honda recalls 2019-2020 model CR-Vs 1/14/2020 Mercedes-Benz recalls E53 and E63 AMG 4MATICs 1/10/2020

> Mercedes-Benz recalls more than 700k 2001-2011 model vehicles 1/6/2020



Before You Consider the Price of an Effective Traceability System – consider the cost of not having one

(P) 21 Million Units Recalled

Ford

The largest automotive recall of all time involved 21 million Ford, Mercury and Lincoln vehicles with model years ranging from 1970 to 1980. The cause was a parking gear that could potentially fail to engage, even after the transmission was shifted to park and the indicator showed the car to be in park. According to the Center for Auto Safety — a consumer advocacy group — as of 1980 there had been "6,000 accidents, 1,710 injuries, and 98 fatalities... directly attributable to transmission slippage."





Honda

Honda was forced to recall 3.7 million cars in the mid-nineties due to a defective seat belt buckle assembly. This recall affected the Accord, Prelude and Civic models from the 1986 through 1991 model years.



Toyota

In 2007, Toyota issued a recall on the optional all-weather floor mats Toyota sold for its 2007 and 2008 Camry and Lexus ES 350 models. These mats could move forward while the car was in motion, causing the accelerator pedal to become stuck.



In 1981, General Motors recalled 5.8 million vehicles — from Buick Regals to Chevy Malibus — due to the fracturing of bolts connecting the lower rear control to the car frame. All of the vehicles were made in the late 1970s and early 1980s. In instances where these bolts did fracture, the control arm would be dropped from the car, leading to a loss of control.



Volkswagen This problem which arose in 2016 resulted in all 8,5M vehicles needing to be recalled. This was down to software installed that gave false results on emissions, something that is against EU rules. It's expected to cost the company more than \$13.20 billion to put right.



BMW

BMW of North America is recalling 245 model year 2020 Z4 M40i, Z4 sDrive30i, 330i and 330i xDrive vehicles, as well as model year 2020 Toyota Supras. The headlight control units may fail, causing a loss of one or both headlights. Headlight failure can reduce the driver's visibility, increasing the risk of a crash.



General Motors

False Results on Emissions

General Causes of Recalls in the Automotive Industry



Common Parts and Suppliers Across Multiple Model Lines

Following disastrous sales in the economic downturn that began in 2008, major automakers experienced a steady comeback. As part of their recovery efforts in the wake of the recession, they started looking to common suppliers to reduce costs and increase profitability. However, this rationalization of suppliers soon caused problems. One example is the highly publicized recall of millions of defective airbag inflators produced by Takata Corp that affected multiple automotive brands: Honda has recalled more than 11 million vehicles, Toyota 6 million, Dodge/ Ram more than 5 million, Nissan more than 4 million, Ford 3 million and Chevrolet almost 2 million.



Cars are Lasting Longer

General improvements in vehicle reliability have extended the life of most cars and added to the numbers when recalls are ordered, especially since the majority of recalls involve older models. The average age of passenger vehicles on US roads has reached a record-setting 11.6 years, greatly increasing the potential number of cars that could be subject to a recall.



New Technologies

Today, the auto industry faces a new challenge. While automakers and suppliers have made giant strides in reducing product and process variability, digital features and functional complexity have exploded, forcing the industry to play catch-up with proliferating software and electronics problems.

The automotive industry has seen enormous growth over the past decade. Challenges stemming from both economic and environmental factors have changed the way vehicles must perform, and automotive manufacturers have been required to take measures to adapt.

Many emerging trends call for a change in automobile manufacturing practices, but the primary ones include:

The most common standards related to the automotive industry include:

IATF 16949 We work with the automotive industry to support the manufacturing of safe and reliable products, which are produced and continually improved to meet or exceed customer and regulatory authority requirements. Most organizations manufacturing for the automotive industry are required to be certificated to IATF 16949, which was developed by the International Automotive Task Force (IATF).

Legislative Requirements for the Electronics Industry

- Enhanced safety requirements, such as those related to CO₂ emissions.
- The rise of new technologies, such as connective systems and autonomous vehicles. Having to be cost-effective despite complex supply chains.
- The increased need for transparency and good governance from automotive companies, especially regarding product recalls.

ISO 9001 Since IATF 16949 isn't designed to be a self-sufficient quality standard but instead works best in conjunction with a comprehensive QMS, ISO 9001 certification makes a great deal of sense for automotive companies looking to demonstrate improvement in customer satisfaction, operating costs, stakeholder relationships, legal compliance, risk management, business credentials and attracting new business.

ISO 14001

As the international standard for environmental management systems — or EMS — ISO 14001 is the primary EMS certification for more than 250,000 organizations around the world. As the global standard for any business that wants to manage and positively control all aspects of its environmental impact, ISO 14001 certification is a proven way to demonstrate that you're serious about your business's environmental and economic sustainability.

ISO 45001

Along with offering reliable products and services, automotive manufacturers must constantly strive to provide their workers and visitors with a safe and healthy business environment. The goal of ISO 45001 is to provide businesses with a framework for controlling and eliminating factors that can lead to illness, injuries and — in worst-case scenarios — death. Obtaining ISO 45001 Health and Safety certification is a prudent move for any organization's senior management to support.



Traceability Checklist Creating a Robust Traceability System

Traceability is especially challenging because problems can occur at any point along your supply chain, from R&D through materials handling to assembly and shipping. Broken or slow processes can be particularly costly – and even lethal – for suppliers of food, pharmaceuticals, electronic and hi-tech equipment, aerospace and automotive products, medical devices and chemicals.

A traceability system should consist of the following 4 key activities:

- Define the **SCOPE** of the system
- **DOCUMENT** the system
- **REVIEW** the system
- **TEST** the system

1 Scope

Define the scope before developing the system

- What needs to be put in place to be able to track the entire supply chain?
- Identify elements required to ensure that the system encompasses the full traceability of the product:
 - **Supplier Traceability** Evaluate the scope required to incorporate traceability of suppliers and their products entering the organization.
 - **Process Traceability** Evaluate the scope required to incorporate traceability of products through the organization (whether new products are produced or not).
 - **Customer Traceability** – Evaluate the scope required to incorporate traceability of products to the immediate customer.

NOTE: As actionable traceability in your supply chain encompasses the three points above, it's best to bear in mind that:

- Different sectors of the value chain will develop traceability systems that differ in scope.
- In many global companies, communication regarding processes, legislation and production methods between regions is poor or non-existent.
- Problems typically occur where there is no seamless interface between supplier, process and customer.
- Scope becomes a commercial decision the broader the definition of a batch, the greater the volume of product potentially recalled.

2 **Document**

The following need to be carefully documented:

- Scope of the traceability system.
- Details of the traceability system.
- Associated operational documentation.
- Arrangements for review.



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Review

Review the system annually:

- Include a multi-disciplinary team from all functional areas of the organization and senior management.
- Audit the traceability system.
- Identify areas for improvement or non-conformance and address them.
- The review should be signed off by senior management.

4 Test

Review the system annually:

- Horizontal Check This includes an audit of several batches at the same point in the process to ensure that all identification marks and documentation are correct.
- **Vertical Check** Follow several batches from customer to supplier to ensure all identification marks and documentation are correct.
- This is commonly referred to as a mock recall.

SYSPRO has provided a highly-developed solution that gives us full visibility of shopfloor activities. We are already benefiting from better management information, the ability to track production progress and the total traceability that the system provides.

Geoff Youds Plant Manager, Piolax.



Product Recall Checklist Planning for and Managing Product Recalls

An effective, proactive product recall plan can mean the difference between survival and the loss of the business you have worked hard to create and develop. More often than not, not having a product recall plan in place could have the biggest impact on your company's survival.

Protect Public Health by:

- Informing customers that there is a potentially hazardous product on the market.
- Facilitating the rapid identification and removal of unsafe products from the distribution chain.
- Ensuring that the unsafe products are either destroyed or rendered safe.

The 3 Levels of Product Recall:

Mock Recall

The internal process used by the organization to test its ability to trace where the product was sent, or to test the traceability of the product from the customer to the supplier.

Withdrawal

This is the removal of unsafe products from the distribution chain but does not extend to consumers as they have not bought any product yet. It is initiated when there is a potential risk to public health and the product remains wholly within the distribution chain and has reached consumers.

Full Recall

This is the removal of unsafe product from the distribution chain and extends to product sold to consumers. It therefore involves communication with consumers and is initiated when there is a potential risk to public health and the product has already been sold to consumers.

7 Stages of a Product Recall:

1 Develop the Policy

All manufacturing businesses should have a Product Recall Policy which states the objective of the plan and the organization's commitment to providing the necessary resources to remove unsafe products from the market.



Facing a recall?



2 Develop the Plan

A documented procedure designed to ensure professional, efficient and effective removal of unsafe products from the market.

Requires a multi-disciplinary recall team to develop the plan, with a contact list including all details such as roles and responsibilities, decision trees and full details of the plan.



3 Test the Plan

Regularly review the plan for errors, at least annually.

- Use mock recalls to test traceability but also have unannounced trial runs to test the whole plan.
- Check for frequency of validation in line with the relevant regulations.
- Once validation is complete, a full review of every aspect of the process needs to be carried out with the relevant team members.
- The recall plan must be well practiced so companies are ready when a real product recall happens.

4 Notify and Initiate

Notify the distribution chain to stop product distribution, retail sale or any other use.

- Isolate and contain unsafe products outside the control of the organization.
- Supply all relevant information.
- Communicate with all external and internal stakeholders:
 - Trade communication – telephone for speed, followed by email.
 - Press release – TV, radio and paid advertisements if necessary.

5 Manage the Recall

The management of a product recall should be driven by the plan.

- There is a high probability that the information gathered in the early stages of an investigation will be flawed.
- Gather the information first-hand.
- Minimum information required: product name, description, batch codes involved, quantity of material implicated, distribution details, any product sold to customers and nature of defect.
- Identify all potentially unsafe products.
- Document the process.

We believe SYSPRO to be the best system on the market for this purpose because it allows us to track serial codes, switch the codes to the trailer manufacturer code and then finally to the end user. This gives full traceability of our products from where they originated to the point of use. The added benefit for us is the ability to add more SYSPRO modules as and when we need them.

Steve Turton

Management Accountant **BPW** Limited





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6 Close

Formally close off the recall when the following has been completed:

- All defective product has been accounted for, the nature of the defect or hazard identified and remedied, and the risk fully mitigated.
- The defective batch is sorted.
- Consider new pallets, labels and packaging.
- Include quantity, disposal certificates, decisions and actions taken, as well as future actions to improve the process, and archive.
- Account for all stock including stock destroyed by the customer.
- Return all stock to one site where it can be easily counted and monitored.
- An off-site warehouse is suggested so that the affected stock can be separated from the good stock. Verify the accuracy of the recordkeeping.
- Decisions have been taken and the product has been recovered if possible.

7 **Review and Amend**

After a product recall, the business should review the process and amend the plan where necessary:

- Did the plan drive the process?
- How effective was it?
- Any problems incurred and the solution.
- Communication channels customer care line.
- Accurate costs.
- Team performance.
- Stock reconciliation.
- Investigation, techniques and timeliness.



Accessories

ERP Checklist Navigating the complexity of a recall becomes simpler when you're able to act quickly.

The ideal ERP solution should provide a traceability system that offers full visibility throughout the value chain to ensure quality and continued compliance with regulatory requirements. It should provide the ability to trace, identify, isolate, report, quarantine and place affected products on hold quickly and with minimum disruption.

Before (Preparation and Optimization)

1 Supplier Management and Purchase Control

Benefit:

Enable greater visibility, compliance and quality control in the procurement and supplier selection process.

Why SYSPRO:

Request for Quote

Suppliers can respond directly to RFQs online.

Supply Chain Portal

Enables joint decision-making on suppliers and automatic selection of approved suppliers.

Preferred Suppliers

Allows you to capture and maintain predetermined sourcing policies to facilitate the selection of recommended and pre-approved suppliers during the purchasing cycle.

2 Engineering Change Control (ECC)

Benefit:

Engineering Change Control (ECC) is crucial to quality control and is a requirement for ISO and QS certification.

Why SYSPRO:

Engineering Change Control

Helps you improve the management of engineering changes to your products and/or associated data by enforcing controls in product design.

Provides detailed audit reports of all transactions, including all historical changes and the operator performing the change to meet compliance requirements.

3 Monitor Customer Complaints

Benefit:

Customer Complaints provides visibility into product defects, which may be non-compliant. It also highlights any areas requiring swift intervention and pinpoints the cost of quality measures.

Why SYSPRO:

Customer Complaints System

Allows for the capturing, management and effective resolution of customer complaints.



For an industry like Automotive Parts and Accessories, lot traceability is a must to comply safety standards. It enables you to maximize quality control by tracking products, materials and processes as well as by facilitating effective recalls.

Benefit:

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4 Lot and Serial Traceability

Why SYSPRO:

Lot Traceability

- Allows you to track materials from receipt right through to delivery of the product to the customer, as well as at any level in-between.
- Provides the ability to trace a lot or batch through the entire value chain from raw material receiving to dispatch.
- Enables you to trace a unique item with a serial number through the value chain.

5 Mock Recall (Testing)

Regularly performing mock recalls will enable you to test and continually improve on the effectiveness and robustness of your traceability system, thereby increasing the likelihood of a quicker time to completion in the event of an actual product recall.

Why SYSPRO:

Mock Recall Capability

- Tests the Supplier/Process/Customer Traceability system.
- Verifies that the product traceability process is effective and can be carried out within the required time limit.
- All mock recall data is stored for compliance reasons as well as traceability audits.

6 Reporting

Benefit:

Compliance with regulatory bodies.

Why SYSPRO:

Mock Recall Capability

- Provides detailed audit ECC reports.
- Mock recall reports can be easily extracted in the recall process and supplied to auditors to meet regulatory compliance requirements.
- An audit trail of a customer complaint is available.



During (Recalls)

1 Product Recall

Benefit:

Perform a full product recall quickly and efficiently by rapidly identifying and retrieving potentially defective goods from customers using the organization's Product Recall system.

Why SYSPRO:

Mock Recall Capability

- Is a full traceability system and gives instant access to all of the critical information required to track a suspect product throughout the value chain.
- It supplies the necessary information to identify, isolate and action the activities that need to occur within the predetermined recall time limit.

2 Trace Suspect Items

Benefit:

Ensure that any products produced and packaged on the premises are traceable back to the ingredients, components and primary packaging. With quick and easy access to all of the key product information recorded in the purchase, production, packaging, sale, distribution and delivery of a product, you can swiftly trace and quarantine stock which is defective, be it spoiled, damaged, hazardous or of inferior quality.

Why SYSPRO:

Lot Traceability

- Enables you to maximize quality control by tracking products, materials and processes, as well as by facilitating effective recalls.
- Additional traceability for lots can be added for easy identification.

Product Recall

- You are able to interrogate the system for affected products using any combination of data available.
- Assists in identifying the scope of the product recall by specifying affected customers, sales orders and jobs. It will also identify suspect items, original purchase orders and suppliers.
- Provides visibility throughout the product recall process, including the status of a product recall and detailed information of products that have been included or are in quarantine.

3 Quarantine and Place Products on Hold

Benefit:

Prevents suspect items from being allocated to a job, invoiced or dispatched until the inspection process has been completed.

Why SYSPRO:

Product Recall

- $\mathbf{\nabla}$ Helps identify, track and isolate suspect items.
- Once located internally, the item is quarantined and issuing of that item is blocked.
- Allows you to scrap affected items that are defective and release unaffected items back into inventory.

Benefit:

Trace. Isolate. Eliminate. Mitigate.

4 Customer Returns

Benefit:

Optimize customer service and safeguard customer relationships with timely responses to customer requests to return products.

Why SYSPRO:

Return Merchandise Authorization (RMA)

Enables you to rapidly process customer returns and the resulting corrective actions such as receipting, exchanges, cross-shipments, repairs, scrap and credits as well as charges for returns and restocking activities.

5 Supplier Returns

Facilitate the swift and simple return of goods or services to suppliers as a result of defects or other reasons for dissatisfaction.

Why SYSPRO:

Return to Supplier

- Provides the ability to return defective goods immediately, isolating and removing them from any process.
- Provides complete visibility of returned inventory throughout the returns process and improves the associated record-keeping or document management.





Benefit:

Improve governance and drive compliance with regulatory bodies.

Why SYSPRO:

- Built to support your Quality and Food Safety systems, enabling you to develop and maintain your full traceability and recall system policies, plans and procedures, improving internal governance and driving compliance. Provides quarantine, customer quarantine, recall and customer recall reports.
- An audit trail of a customer complaint is available.
- Keeps a record of all supplier returns as well as open status.

7 Contact Management for Affected Customers

Benefit:

Visibility of the communications (or activities) that occur between the touchpoints of organizations facilitates proactive intervention by management, improves relationships and eliminates duplication of effort.

With early identification of a defect and the ability to quickly communicate with affected customers, you can minimize the damage of a recall.

Why SYSPRO:

Contact Management

Allows you to define and manage a rich set of information about the people with whom you do business, as well as the individuals within your organization. Allows you to record and track activities against contacts in a centralized environment.

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What sets SYSPRO ERP apart is its ability to effectively quarantine or place products on hold as well as to trace backwards and forwards, report on affected products, deal with customer complaints and effect returns. As part of the full ERP system, SYSPRO offers a traceability system which minimizes risk before a recall and mitigates damage during a recall, when time is of the essence.

While most business systems provide a one-size-fits-all traceability solution, or a plug-in or add-on to an existing system, SYSPRO ERP is industry-built to enable specific manufacturing sectors to trace each individual component, part or ingredient that makes up a product, whenever and wherever it is in the world.

A fully integrated traceability system enables SYSPRO ERP to trace, identify and report on every part of the supply chain in real time. And with built-in product recall and mock recall capabilities, SYSPRO offers one centralized system to take actionable steps to minimize the impact of issues or recalls.

SYSPRO ERP improves governance and drives compliance to mitigate the risk and minimize the impact of recalls.

Why SYSPRO ERP?

Navigating the complexity of a recall becomes simpler when you're able to act quickly.

What Our Automotive Parts and Accessories Customers Have to Say



"We have complete visibility of production and traceability via SYSPRO and are able to make crucial manufacturing management decisions quickly. SYSPRO has provided a highly developed solution that gives us full visibility of shop-floor activities. We are already benefiting from better management information and the ability to track production progress as well as the total traceability the system provides. We are pleased with the SYSPRO solution and it has generated a lot of interest from other Piolax sites around the world. In particular, the quality of the information the system provides and the ability to interrogate this using Crystal Reporting Services are creating a stir. "

Geoff Youds, Plant Manager, Piolax



"A big part of our goal is to make our business processes more efficient. Ultimately, we want to become more efficient so we can continue to grow, and SYSPRO helps us do that. We're an SKU-intensive company, and a purely retail system won't take care of our supply chain as well as SYSPRO does. In addition, as SYSPRO evolves it becomes increasingly accommodating to our needs as a retailer. And finally, SYSPRO is highly customizable. We have approximately 250,000 SKUs in our database, 150,000 of which are active. We're also in the process of installing SYSPRO's Business Analytics module. That will give us the ability to understand our metrics at a glance and help us

see business areas that we need to focus on."

Laura McBrown, Managing Director, G&B Electronics





SYSPRO ERP has made a huge difference for us. We have set up forecasting and usage algorithms that are tailor-made to our business performance needs and goals. We now more accurately forecast where we are going to be, and we can respond much more opportunistically to changing circumstances.So now we suggest which products our customers stock in their warehouses based on our own performance history, which provides historical accuracy. We can also stay responsive and pivot what we're doing based on performance. SYSPRO tells us what we need to know. We can do anything we want to with SYSPRO – it's so easy to customize!"

Melody Kaaua, IT Manager, Performance Machine









"We have been able to link Docuware to SYSPRO in two ways. For example,

we can ask SYSPRO a question from selected List Views and that information will appear on a Docuware screen. This could be anything from an invoice to a scanned image. We don't need third party intervention as the two systems work together. DataSwitch runs behind the scenes like a miniature processing engine. It is a solution in search of a problem. It takes the information in from the DocuWare workflow, looks up data from SYSPRO and then posts it directly into SYSPRO. This saves rekeying information already entered into DocuWare with the advantage that this process avoids duplication of data entry effort. From a business point of view, we can slice the data to improve our sales analysis. As a vehicle manufacturer, document traceability is vital. This is a great solution for existing SYSPRO users."

Dave Eccleston, Management Accountant, Auto-Sleepers

Learn More

Discover how SYSPRO can help you improve governance, drive compliance and mitigate the effects of recalls in the Automotive Parts and Accessories Industry. Go to syspro.com and contact us today.







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