

From 69 to 96% On-Time Delivery!

It wasn't easy, but it HAD to be done, and with fewer people.

Contour Tool embarked on implementing the Velocity Scheduling System with Dr. Lisa Lang back in February of 2010. Our business was founded as a quick turnaround custom tooling manufacturer in 1986, but due to the constricting tooling market we branched out into short run production of precision machined parts for various industries.

The economic upheaval of late 2008 thru 2009 shook us to our core and made us re-evaluate every aspect of how we fundamentally operated our business. Our impeccable quality and competitive pricing were strong positives.

But it didn't matter if we couldn't get it shipped on-time.

We had no legs to stand on to maintain our current customer base let alone acquire and keep new business. This was not an ideal position to be in, particularly in a down economy when we couldn't afford to have sales reduce further.

At the start of us working with the Velocity System we were averaging 69% on-time delivery so we had a ways to go to improve our DDP to acceptable levels.

I had got the recommendation from a friend and another custom machine shop owner to check out the Velocity Scheduling System, but ...

To say my team and I were skeptical would be a gross understatement.

I pushed forward because I felt we had no choice but to do things differently because what we had learned and what we were doing thus far, had not been working for us. We have a full blown ERP system and people on staff that were professionally trained in APICS. But, despite that, many were standing around -- "fence sitting", waiting for me to decide what to do to make things better.

At the same time we were starting to implement we discovered that we also had too many people on staff for what our new 2009 sales volume could consume, so not only did we need to ship more jobs and increase our DDP -- we had to do it with less people. How were we to accomplish this?!

That is the question that kept *me* up at night. But, *you* have the benefit of hearing the solution from me.....a real life manufacturer who has seen the amazing results of implementing and working daily to maintain the Velocity System.

This real time, live scheduling system not only helps us manage our Engineering workload, it helps us manage every job as it moves thru all manufacturing processes out on the shop floor and even when our parts are at outside operations.

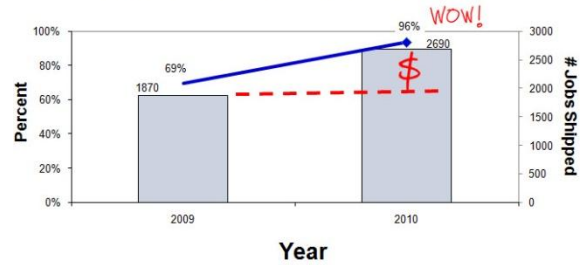
It has allowed us to achieve on-time delivery ranging monthly from 94% to 98% and shipping ahead of schedule in many cases.

And we are shipping more jobs in total.



The Contour VELOCITY Team

2009 vs 2010 On-Time Delivery & # Jobs Shipped



And that is only the beginning of what this journey has done for our business and can do for yours. The Velocity Scheduling System helps you clearly see your bottlenecks, helps you determine your constraints, and pushes you to deal with them and solve them to ensure these issues to do not stand in your way of meeting your customers needs.

It also forces you to evaluate your business in terms of continual improvement so you can refine your process to reduce your lead-times further and find ways to get your parts to market sooner.

And the result of getting your parts to the customer sooner, means you get paid sooner and this is simply the icing on the cake of the Velocity System as I see it.

I cannot say enough about Dr. Lisa's approach to giving you the tools needed to understand, consume, and achieve the winning results of the Velocity System. It was the start of us paving the way to a stronger, more viable Company.

And for me personally, my life is a lot more balanced. Being out of survival mode and being out of the chaos and day to day "administrivia" has allowed me to actually enjoy the business and have a personal life. I don't know where we'd be today if we had not implemented this system. Even my dad sees the improvement and is talking it up -- now that's success!

Michelle Reichlin
President
Contour Tool, Inc.



Your Turn!

Reduce your lead-time, get on-time! → www.VelocitySchedulingSystem.com/start