

# Seradex Customer Profile



## About Irwin Seating

Irwin Seating Company is the world's leading supplier of seating products for theatres, auditoriums and convention centers. From Carnegie Hall to the Pepsi Center our chairs are installed in thousands of venues worldwide. The company operates globally with facilities in North America, Europe and Asia.

## VALUED PARTNER

*"To implement our Lean manufacturing vision required top notch support from our ERP partner— cookie cutter solutions just won't work.*

*Seradex has been critical to our success and will continue to play a key role in future projects. "*

Sam Cangialosi  
Irwin Seating

## IRWIN GOES LEAN

Irwin Seating has a long and successful history implementing continuous improvement programs. They fully believe in Lean manufacturing concepts and have developed a show case for the benefits offered by Lean manufacturing.

Craftsmanship, quality and innovation have been the watchwords at Irwin Seating for almost 100 years.

Irwin Seating has used Lean practices to successfully reduce

- ✓ WIP by 92%
- ✓ Floor Space by 82%
- ✓ Supplier Lead times by 89%

There are many examples of successfully implementing Lean practices. Production has

been streamlined, inventory and warehouse space reduced. The company has been so successful that regu-



Irwin Seating Products

lar tours are conducted for outside companies.

The company has utilized resources including people, processes and technology in its

Lean journey. Irwin Seating has involved everyone in the organization in the Lean initiatives including sales, customer service, information systems, production, shop floor and project managers. Good teamwork in the front office and on the shop floor has ensured that the Lean principles are executed successfully.

Irwin Seating has used Seradex ERP software since 1995 working closely with Seradex to automate several Lean initiatives including electronic Kanban, daily supplier scheduling, Takt pacing and Bar Coding. Irwin Seating has many more exciting projects on the horizon.

## SERADEX TECHNOLOGY PLATFORM

The Seradex ERP System is designed for the make to order manufacturer. The powerful product configurator, AutoCAD integration and support for Lean manufacturing is an ideal fit for Irwin Seating.

The system is built utilizing

Microsoft Visual.Net platform and operates on Microsoft SQL database. The technology connects a broad range of business technologies to enable companies to access and use important information, whenever and wherever it is needed.

Seradex integrates with leading accounting systems. Irwin is using the acclaimed ACCPAC for Windows financial accounting solution.



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***Build your Business with Seradex***

### Product Configurator

The Seradex product configurator allows Irwin to configure complex variations of seat size, type, fabric and options and then instantly create a detailed bill of material. The user is



prompted to select a series of options or choices that create a unique configuration. These details are passed to jobs for quoting or processing.

## SERADEX AND LEAN MANUFACTURING

We asked Mark Corker the President of Seradex a few questions about ERP and Lean Manufacturing

### **Many people see Lean as eliminating ERP systems?**

There are many older style ERP solutions that hinder manufacturing performance. We have embraced Lean manufacturing concepts. For example automated Kanban systems combine the best of both worlds - eliminating error prone record keeping for inexpensive short lead time items but automating reordering with a simple bar code swipe.

**Are information systems a commodity?**  
Let's put it this way Dell turns its inven-

tory every 3 days. Some manufacturing companies turn their inventory every 3 months. Dell is spending a billion dollars per year on IS to stretch their competitive advantage.

Irwin Seating is also using their information systems to cut costs and improve customer service. This requires very close collaboration with a flexible vendor. Seradex gladly participates in these Lean initiatives and is delighted to see a company like Irwin Seating truly exploiting information technology.

### **What does your company offer that others don't?**

Rock solid financials, proven project management and no middleman—you

deal direct with the developer. Typically ERP products are sold through dealers who can only offer a cookie cutter package because they don't control product development.



**ERP Flexibility**