

# Customer Testimonial

How Hollander's Production Management™ gives you more control over your business. We visit Bill Smith Auto Parts to find out.

**13%**  
Decrease in  
void rate from  
just one parts  
puller

**Daily...**  
Reporting  
and  
Accountability

**More...**  
Productivity  
and  
Efficiency

## Our Customer

Bill Smith Auto Parts is located in Danville, Illinois. They have been open since 1929 and serve the Champaign, Vermilion and McClean counties. Two years ago Bill Smith's installed Hollander's Production Management to increase their yard efficiency.

## The Challenge

Before implementing Production Management, Bill Smith's operations were disjointed. Printed work orders could become lost or didn't reach techs, learning why parts became voided was difficult and sales constantly had to interrupt production employees to get updates on a job's status. They installed Production Management with the hope that their yard could become more efficient and their yard techs more productive.

## Jonathan Smith, Owner

*"After a few weeks, our staff at Bill Smith's started seeing the potential that Production Management had. Now I feel confident in saying that our progress we've made on the production side of things would have never been possible if it wasn't for this system."*

## Production Management Workflow



## Bill Smith's Challenge

Prior to install, production at Bill Smith's used full-time production employees and printed work orders. They worried about keeping employees accountable if management left the yard, and had no surefire way to ensure proper work orders had reached the correct technician. Communication was also an issue. When sales needed to find parts, they constantly had to page techs to check the status of jobs. Finally, communication between sales and dispatch trucks was sometimes murky, they needed a full-time position to track routes and parts en route.

### Two main Production reports used by Bill Smith's

#### Void Report

How many parts were voided before delivery. Particularly helpful for identifying where in the process parts are being voided and to whom these parts were assigned to during the process



#### Production Summary



How many parts certain individuals pull. This report is great for tracking tech production and efficiency. Bill Smith's uses this as a tool for accountability when management is away from the yard.

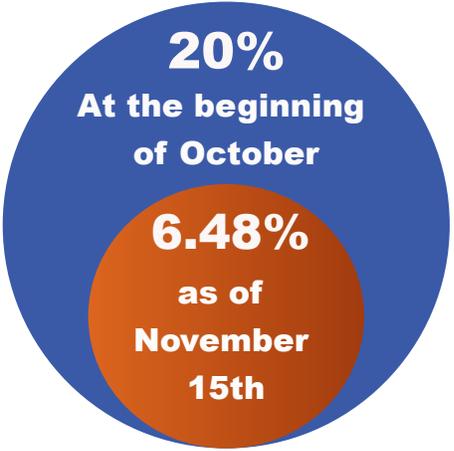
## The Production Management Solution

By implementing Hollander's Production Management solution, work orders now flow directly from sales to the 6 production techs, from techs to the delivery trucks, and from the trucks, to the customer. Bill Smith's has complete visibility from the order to delivery. They track productivity of all their techs on a daily basis, giving them insight to employee activity even when they were away from the yard, which also allows them to run reports to gain visibility into the causes of parts that get voided before delivery. Finally, it enabled sales to view parts in the production process, ending constant paging of production techs.

## The Outcome

By running daily reports through the Production system, Bill Smith's is able to narrow down the causes of issues and trends in regard to voided parts, allowing them to immediately correct these issues with part types and parts pullers. In a span of just over a month they were able to decrease the void rate by just one technician from 20% to 6.48%. Whereas before they needed a full-time production tech managing truck routes, truck drivers merely need to look over and finalize truck routes to get their deliveries out. Finally, digitally logging all production activities gives Jonathan transparency into what happens at their yard, whether he's there that day or not.

### Voided Parts from one puller at Bill Smiths



*"We only get so much time in a day and when you can rely on a system to take care of vital things within your business, you have the ability to work on other things." Jonathan Smith*

**For more information contact your Account Executive or call 800-825-0644**