

“ Every year at QAD Explore we find value to support, continuously improve and ultimately grow our enterprise.

Christina Keller, President, CK Technologies



CUSTOMER CASE STUDY

CK TECHNOLOGIES

QAD EXPLORE INSPIRES AND ENABLES CONTINUOUS IMPROVEMENT

THE COMPANY: CK TECHNOLOGIES

CK Technologies is the leading thermoplastics solutions provider in the North American commercial heavy truck market. They've pioneered many of the industry's first plastic exterior components through innovative engineering and close collaboration with their customers. CK Technologies is the market leader for injection-molded bumpers, grilles, roof fairings and chassis skirts, providing large plastic injection molded parts and assemblies. CK products can be seen on tractor-trailer cabs, buses and large trucks around the world.

HIGHLIGHTS	
Company	CK Technologies
Headquarters	Montpelier, OH
Industry	Industrial
Products	Heavy truck exterior components
Solutions Utilized	QAD Explore Customer Conference

The company, a wholly owned subsidiary of Cascade Engineering ([view their case study](#)), was formed in 2002 with one manufacturing facility and 60 associates, and has grown to now have four manufacturing locations and 825 associates. Their annual revenue has increased over 1,000% since CK began manufacturing.

THE CHALLENGE: REMAINING INFORMED AND INSPIRED TO ACCOMPLISH CONTINUOUS IMPROVEMENT

CK Technologies is committed to continuous improvement in all of their business practices. This can prove a challenge in the face of the everyday processes of their low volume, high variability business.

“In addition to producing a wide variety of parts for multiple customers, CK Technologies supplies parts for current truck models, and also the service parts for past design versions, which are still active on the road,” explains Charles “Kip” Baird, Purchasing Manager for CK Technologies. They are also one of the first companies in the industry to supply parts in body color for each customer, approximately 1,400 colors a year, which have to be perfectly sequenced for shipment.

THE SOLUTION: ATTENDING QAD EXPLORE FOR ANNUAL INSPIRATION, INFORMATION AND NETWORKING

At Explore each year, the QAD community of customers, sponsors and experts come together for informative sessions, hands-on training and stimulating discussions. The focus of Explore is to



learn, network and be inspired. Specific benefits of Explore include:

- A diverse agenda of over 40 wide-ranging sessions and over 60 speakers, featuring many manufacturing-specific sessions that can help earn APICS continuing education credits
- Hands-on training to delve deep into select subjects on how to optimize business processes
- The opportunity to meet with members of the entire QAD community in one location
- Access to key QAD and peer company executives to hear the latest trends, and how to plan for the future

CK Technologies has attended Explore since 2012, and CK's parent company, Cascade Engineering has been attending since 1999. The first year only a few CK employees attended, but based on the value of information and networking, more CK employees have taken advantage of the Explore experience every year since.

CK Technologies now has over ten people attending Explore each year. Prior to travel, the group determines CK's Explore schedule and decides which sessions to attend. They also decide the best times for visiting the Solutions Expo, which is a gathering of all the Explore sponsors in one place. Then they set daily team meetings at the event to collaborate on the information and networking gathered each day.

"We are busy all day long at Explore with the sessions, conversations, private and group meetings and networking." comments Patrick Scott, IT, CK Technologies. "We are also able to set up a specific meeting with the team and QAD experts to talk directly about challenges for CK Technologies. Recently at Explore we even presented our own breakout session to other QAD customers."

Mr. Baird commented, "I went to Explore the first time because I heard about solutions from QAD and wanted to learn more details, and how they could help us continuously improve the business. In addition to the general sessions, there was a breakout session on one topic I was very interested in. That session was the beginning of our ability to better plan our production by using QAD Master Scheduling Workbenches, which was already available to us within QAD, but we hadn't implemented it yet."

**70% REDUCTION
IN SHIPMENT DISCREPANCIES**

**IMPROVEMENT IN INVENTORY
RECORD ACCURACY BY 20%**

LEARN MORE ABOUT QAD EXPLORE AT
explore.qad.com

"We find Explore sessions informative and helpful whether they are specific to our industry or more general," continues Baird. "Hearing how other companies do things can be directly applicable to our business. At Explore, I've realized many of our challenges aren't unique to CK or even to our industry."

THE BENEFITS: QAD EXPLORE PROVIDES IMMEDIATE AND LONG-TERM RESULTS

CK Technologies has received many tangible benefits that were enabled and accelerated by QAD Explore, including:

- Improvement in inventory record accuracy by 20%
- A reduction in shipment discrepancies by 70%, and overall better on time shipping performance

- Better planning and production scheduling, eliminating cumbersome spreadsheets
- Ability to collaborate and improve delivery schedules with over 90 suppliers via QAD Supplier Portal
- Using new tools already available within QAD to more quickly and easily view data
- Streamlining financial reporting by leveraging best practices shared by peers

Explore has also generated CK Technologies' interest in future projects including:

- Continuously upgrading QAD solutions to harness new functionality as it becomes available
- Elevating quality in the organization through QAD Quality Management System, like their parent company, Cascade Engineering ([view their case study](#))
- Conducting consulting sessions with QAD experts to better plan continuous improvement priorities

“During QAD Explore, our team pursued many solutions that positively impact our continuous improvement goals.

**Jan Kline, Continuous Improvement Director,
CK Technologies**

www.qad.com