

CASE STUDY: SYSTEM AUTOMATION

Manufacturing Industry

Created by



GOALSEEK

www.goalseek.co.za

SITUATION ANALYSIS

The sales team at a manufacturing company were tasked with processing sales manually, with these results:



Personnel hours wasted by repetitive tasks



Lack of uniformity in output documents



Human error led to inaccuracies and omissions



No database of sales information = no central source of truth



Difficulty tracking the progress of orders through the fulfillment process



Use of physical documentation that is easy to damage or misplace

SOLUTION

The solution created by GoalSeek to solve these problems was an MS Excel tool that collects the following data:



Product details from sales database housed in SQL



Images from OneDrive online directory



Quality Control Forms generated by Excel

The tool then compiles this data and outputs the following:



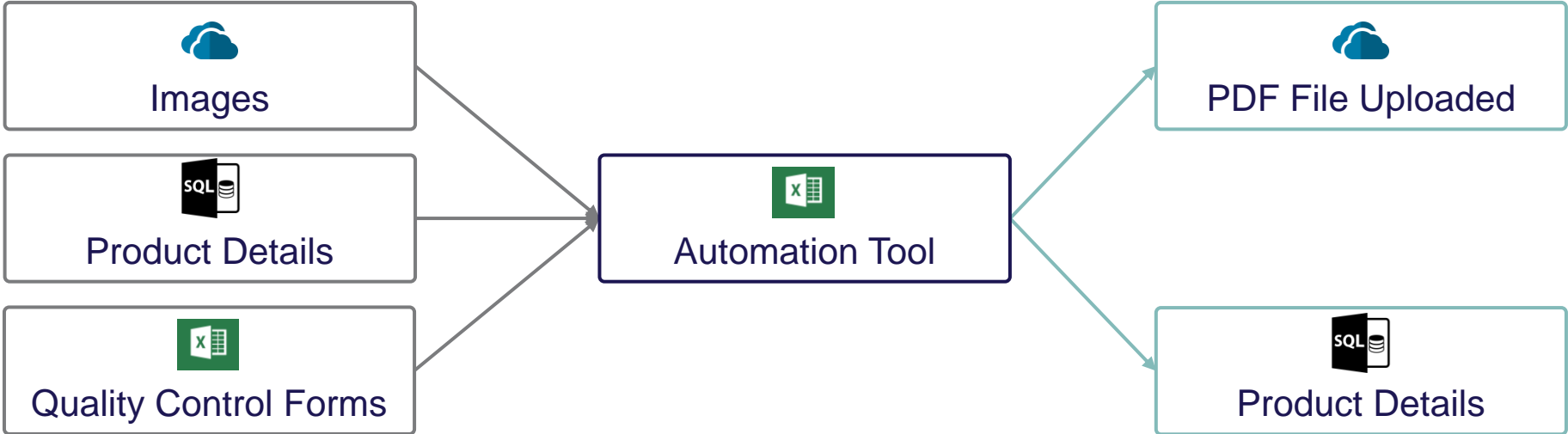
Sales records in the database with status for progress tracking



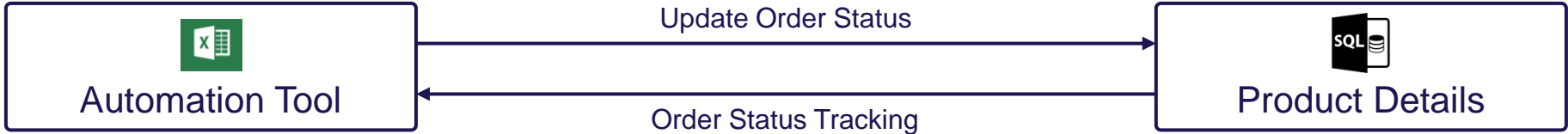
A PDF file containing all components of the order

IMPLEMENTATION

Process Flow: Creating An Order



Process Flow: Tracking An Order



OUTCOMES

The results of the implementation of our solution:



repetitive tasks
automated



always
accurate



digital
documents



Significantly quicker to process orders = personnel hours saved



A uniform professional look to the documentation, every time



Automation minimises the potential for human error



A sales database = one central, indestructible source of truth



Easy traceability of orders throughout the fulfilment process



Solution that leads the user through the process step-by-step



PDFs saved to OneDrive = no more lost/damaged documents