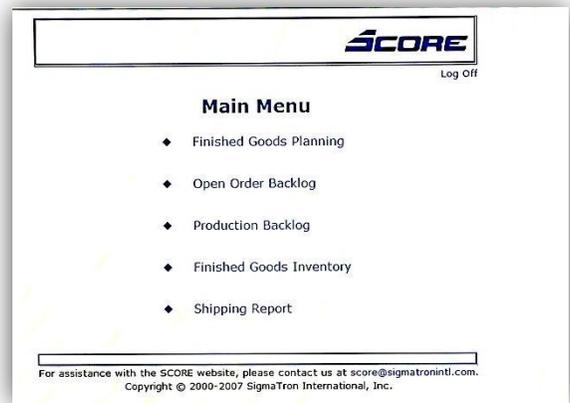# Keeping You in the Loop: How SigmaTron International's SCORE™ System Gives You Project Status Visibility

Knowledge is competitive advantage in today's fast-paced world. As end market demand variability increases, you need to know what you've got in the pipeline at all times. SigmaTron International uses a combination of robust systems and program management support to ensure that you have access to project status 24/7.

**Systems Optimized for Project Visibility**

SigmaTron combines Exact Macola ES ERP software with an internally-developed suite of supply chain management tools, known as iSCORE, to track demand, material on order, inventory, work-in-process, finished goods and shipments. Our proprietary SCORE customer portal gives you visibility into project status at all times. SCORE's advantages include:

- The ability to track your product through the manufacturing process with order, manufacturing and shipping status available 24/7

- Real-time data that lets you see changes as they happen

- An order notes feature that lets you know exactly what we know

- Direct email links to your Program Manager

- All the details of your shipped orders with just one click.



*The SCORE customer portal is easy to navigate.*

**Program Teams Tailored to Your Project's Requirements**

SCORE is just one part of our process for ensuring responsiveness to your project's requirements. A program manager serves as your central point of contact and a dedicated program team is structured based on your project's requirements. Typically, program managers are resident in the manufacturing site where your project is built. In the case of multi-



*An NPI team in our Tijuana, Mexico facility.*

facility builds a single program manager may be designated to interface with teams at all facilities. Your team's language, proximity and/or time zone preferences may also factor into program team structure.

Your program manager will help ensure an efficient project launch, work with your team to develop a mutually-agreeable forecasting methodology, schedule project status meetings and/or conference calls based on your preferences, proactively resolve project issues and work to ensure that necessary resources are in place to achieve your sourcing goals.

**Focused on Productivity**

While SCORE provides visibility into project status, it is just one part of our overall systems strategy. We focus on enhancing productivity in both our manufacturing and our business processes through automation, eliminating non-value added transactions, utilizing management information systems that provide real-time status visibility and focusing on continuous improvement initiatives throughout the company.

We utilize Agile PLM tools and Valor software to speed New Product Introduction (NPI) and design for manufacturability/testability (DFM/DFT) analysis.



*Valor software is used as part of DFM/DFT analysis.*

As a pilot project in China, we have converted to an electronic standard operating procedure (ESOP) system that enables operators to view visual aids, detailed work instructions and historic defect data, plus participate in in-line video training via monitors at each workstation. The system ensures documentation integrity, speeds changeovers and gives operators the tools they need to fully understand the processes they support. This system will be deployed in other facilities over time.



*A production line using the ESOP system in our Suzhou, China facility.*

**Continuous Improvement Initiatives**

Our employees are committed to building high quality products and actively participate in quality improvement initiatives. Our internal systems provide real-time data collection and process feedback. We have robust preventive and corrective action processes. Six Sigma tools are used to drive improvement in both manufacturing and administrative processes.

Our internally-developed Wallaby and MRM systems collect quality data and provide robust traceability and device history recordkeeping. Quality reporting can be customized to your project's specific needs.

All of our manufacturing facilities are registered to ISO 9001:2008. Facilities focused on medical and aerospace customers are registered to ISO 13485:2003 and AS9100C.

**The Bottom Line**

Efficient sourcing requires that a contractor become an extension of its customers' manufacturing operations and, concomitantly, an extension of their reputation. Our systems strategy focuses on providing the visibility needed to seamlessly interface with each customer and adjust production as needed to support varying demand. We pair that with strong program management, supply chain expertise, and systems which support required levels of traceability and quality data collection. The result provides customers with visibility, fast response to changing situations and the documentation needed to support device history recordkeeping requirements.

For more information on our capabilities, visit www.sigmatronintl.com or call 510-477-5000.