

Leading Contract Manufacturers Gain Clear and Automated Customer Change Release Processes



Customer

Coghlin Companies, together with its wholly-owned subsidiaries **Columbia Tech** and **Cogmedix**, collectively provide Concept to Commercialization services to a diversified group of capital equipment manufacturers, device manufacturers, and select entrepreneurs throughout the United States. Coghlin Companies has earned a reputation for dependability, versatility, and quality. Success has been the result of Coghlin Companies' ability to establish a close partnership that generates significant value and ROI for each client.

Challenge

Paper-based Document and Change Release System

As part of a corporate initiative, Columbia Tech and Cogmedix were both investing in new systems to help the companies grow, enhance consistency, and improve quality and traceability. This included upgrading their Enterprise Resource Planning (ERP) system and adopting Manufacturing Execution System (MES) and Product Lifecycle Management (PLM) systems.

PLM was part of this endeavor in order to address concerns with their document control and engineering change release process. As contract manufacturers, they have information coming from various customers and various sources. Their paper-based process flows were cumbersome and were not efficiently scalable, falling short of customer expectations for reporting and change management. In addition, their methods were not integrated causing data duplication across systems that resulted in delays and ran the risk of human error. They needed a system that would provide unified processes across Coghlin Companies for Document Control, Design Data Management, and Change Control.

Goal

Clear and Automated Workflow Process to Release Parts

The companies wanted a very clear and automated workflow process for both internal changes and external customer changes with the ability to track a change at any point. They were looking for an on-premises platform that could integrate with their **Epicor ERP** system and **Aegis FactoryLogix MES** in order to create a truly streamlined process across design and manufacturing that would result in:

- **Scalability:** A core platform of business systems that will support Coghlin Companies growth into the future.
- **Improved productivity:** Process automation, reductions in double data entry point, and integration of manual systems.
- **Continuous Improvements:** Greater access to "hidden" information and eliminate silos of data.

Quick Facts:

Company: Coghlin Companies (Columbia Tech and Cogmedix)

Industry: Contract Manufacturing

Key Benefits:

-Time-savings: Automated and integrated systems eliminate the need to re-enter data in multiple systems. Everyone on the product team/project management has visibility into product information to save time searching for information.

-Continuous Improvement: Real-time information sharing, improved visibility into product and supplier data, and controlled processes.

-Flexibility: Supports rapid product launches across multiple manufacturing models. Direct integration with **Epicor ERP**.

-Efficiency: Better traceability of changes and the ability to accurately measure processing and review times. The level of compliance and control of documentation is exponentially better than the previous system.



Concept to Commercialization Services



Coghlin Companies

Solution

Proven PLM for the Mid-size Market

“We found that Omnify Software offered superior value, flexibility, scalability, and ease of use compared to alternatives we reviewed,” stated Tessa Kalarickal, Director of Business Systems. “It is also a proven leader in PLM for the mid-size market as it was already deployed in multiple key accounts within the Coghlin Companies and already integrated with Epicor at some of these accounts.”

Empower PLM offers integrated Quality Management and Manufacturing Process Management (MPM) modules that the two companies found to be an added benefit. The Quality Management module was of particular interest to Cogmedix because this business provides turnkey manufacturing services to medical and dental OEMs. The company enforces rigorous quality control and adheres to full regulatory compliance and is able to use Omnify Empower for their QMS (Quality Management System) to properly document and manage their processes for FDA compliance.

Customer Success

Streamlined Communication Across PLM, ERP and MES Systems

The companies have transitioned to a virtually paperless process- from customer BOM import to Engineering Change Order (ECO) release to routing and the manufacturing floor. They have over twenty workflows in the system that require electronic signatures and mandatory data requirements. Discontinuing paper-based processes has improved ECO and Quality processes as well as documentation compliance. They are also using Empower PLM for training records, CAPA, NCMR, RMA and Project Management.

The integration between Omnify Empower and Epicor has eliminated duplicate data entry and any errors that were associated with the manual process. Part data now comes in from Omnify Empower and uploads to Epicor. “Omnify offers an unlimited number of attributes which was very important to us as we required 15-20 attributes to be shared with Epicor,” noted Mrs. Kalarickal. All MPM processes are performed in Omnify Empower with quantity, cost and configuration data sent to update picklists that are established in Epicor. The manufacturing department now gets involved early-on by utilizing Omnify’s MPM module, which feeds Epicor’s BOM Routing engine, which in turn passes that data to Aegis MES for a completely streamlined process.

“We believe we now have the advanced business systems that will take us many years into the future,” says Scott Johnson, Senior Vice President, Supply Chain and Inventory Management for Columbia Tech. “Omnify Software, Epicor and Aegis are tools that allow us to link directly with both our customers and suppliers to facilitate real-time information flows that will help us to drive accuracy and continuous improvement.”

About Omnify Software

Omnify Software provides a single, secure location to manage the complete product record including: product data, bill of materials, engineering changes, product documentation, project, quality/CAPA, and training records information. The Omnify Empower system enhances visibility into the entire product development process by capturing design, manufacturing, quality, service, and customer information and associating it to the product record. Omnify Empower is a business-ready solution that is easy to use, quick to implement and can be deployed on-premises or in the cloud.

