

# 360-OPERATIONS

## Actionable Information you can use to improve performance across your business

If you're a small specialist manufacturer or service company (many of our clients are both) it is impossible to buy software off the shelf that works the way you do. After all you're specialists and you work differently. That is what gives you an edge. The ability to bend-to-suit...to take advantage of the opportunities that come your way. Both of which differentiates you from your competitors.

Alas this doesn't come without administrative headaches.

- Things get forgotten.
- Tasks get duplicated.
- Errors and Omissions hammer bottom line margins.
- Inefficiencies result in wasted effort and time.
- Upset customers.
- Important documents going astray.



Without a single tool to manage the entire process of every transaction...without a single tool to seamlessly join everything together; you build spreadsheets, use MSWord documents and your accounts software to try and ease the load.

Generalist tools that have never been designed for your specialist business.

But with everyone having their own computer, and the same documents and files being stored in different places, you soon end up with a hotchpotch of files and manual paperwork that can hurt your hard earned reputation.

Sure, your accounts software reflects your financial position.

But how do you measure your operational performance? With no instant picture of how good you are at what you do, you risk stumbling from one job and project to the next.

Often the same mistakes keep happening.

Working this way steals your competitive edge...and profits.

A 360-Operations database is designed to give you back time. You can replace money, but once time is gone...its gone for good.

A 360-Operations database delivers improved operational performance because its been designed to match your way of working, and eliminate all the inefficiencies which restrict you from realising your true profit potential.

A 360-Operations database has everyone singing from the same hymn sheet.

A 360-Operations database slashes entering and updating.

A 360-Operations database delivers instant information you can use to measure and refine the way you do business.



# 360° OPERATIONS Database



## Modules

- Enquiry Processing
- Quotations & Estimates
- Customer Orders
- Supplier Purchase Orders
- Stock or Parts Control
- 3rd Party Catalogue & Prices Integration
- QA & QC
- Equipment Calibrations
- Marketing & Customer Contact Histories
- Accounts Updating to SAGE, Xero, QuickBooks etc
- Bar code scanning or touch screen input
- KPI Reporting with Excel Output
- Links with MS Outlook, Excel and MSWord
- Tailored to exclusively suit your business
- Document Library

	BEFORE	AFTER
01	Quote & Estimate production sometimes used to take days which created unnecessary pressure and sometimes delayed orders.	With templates, repeats, and copy functions this is now down to hours, sometimes minutes. Also, other staff are able to do the simpler quotes. This enables the owner or experienced estimators to focus on submitting the more complicated ones sooner.
02	Documents needed to be saved either electronically, manually or both. Copies for customers had to be scanned and emailed which took time.	Critical documents such as quotes, purchase orders, delivery notes, invoices are automatically created as PDFs and stored for instant recall or emailing. No more hunting around for information.
03	Labour timesheets were manually recorded. Sometimes interpreting handwriting created confusion and errors.	Bar code scanning of time eliminates handwriting problems and means instant analysis of production time. Having this leads to better decision making on resources and priorities.
04	Parts and stock usage was manually recorded on cards. Information was out of date which led to reorder delays.	Bar code scanning provides instant in and out item movements and has eliminated frustration of not having the part when needed. Or not being able to source it from a supplier when needed.
05	Consumables treated as an overhead and were sometimes replenished when not required. Leading to cash being tied up in stock.	Automatic recording of usage has seen consumable overhead costs dramatically reduce by up to 70%. The decision to charge for consumables creates a valuable income stream.
06	Customer complaints and supplier failures were not always recorded. Incidents responded to on an ad-hoc and reactive basis led to staff frustration.	Built in QA & QC system ensures traceability to avoid repetitions and fulfil ISO compliance.
07	Valuable time was wasted preparing data for weekly and monthly meetings	Key Performance Indicator reports automatically produce and display on meeting room large screen. Drill down enables fruitful discussions of underlying data for improving efficiency.
08	Delays to customer invoices being manually created in SAGE led to cash flow roller coaster.	Invoices are automatically created on demand with options for pro-formas and can be emailed instantly. Attachments such as QA, copy delivery notes etc can be included.
09	Hand written works instructions were not always specific enough. Interruptions for clarification by management gobbled up time.	Easy to understand instructions has led to a significant reduction in faults through improved internal communication. Associated documents attached to job cards speeds up output.
10	Tools and equipment were not always inspected and tested when due.	Email reminders alert named individuals of due inspections thus avoiding production mistakes caused by faulty measuring tools.

Here is just a small sample of our customers who use a 360° Operations Database to increase efficiency.



For around £4 a day it not only pays for itself very quickly...but many times over.

For a free demonstration of what one can do for you, telephone us today on 01661 844 864 or email us at [info@dbasesolution.co.uk](mailto:info@dbasesolution.co.uk)

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