

CUSTOMER SUCCESS STORY

Machining Specialist, Inc.

JobBOSS Drives Efficiency, Productivity, and Growth for this Job Shop

Sometimes serendipity and Lady Luck create the perfect match. That was the case in 2016 when Bill Rebensdorf, former proprietor of his own successful machining company in California, was hired as the operations manager for a small job shop in Las Vegas called Machining Specialist, Inc.

Rebensdorf's ingenuity had attracted NASA, Raytheon, and L3 Communications as clients to his former business before the tragedy of his brother/partner's untimely death led to the closure of the facility. That's when he put his feelers out in Las Vegas and was found by Machining Specialist, Inc., whose owner felt he had gone as far as he could by his own abilities. He needed someone with operational and technology expertise to bring the business to the next level.

A lack of organization would have to be quickly rectified

When he arrived as the new operations manager, Rebensdorf had to move the company from a seat-of-the-pants approach to one consistent with what a manufacturing company at this level should have. Prior to his arrival, there were no regimented business or manufacturing procedures in place; the company didn't even use job travelers.

The previous operations manager had no experience with any type of ERP system, nor knowledge of how one could correct the business' lack of structure; he was pulled in too many directions to be effective in establishing a more controlled system. And, though the owner had been very hard working, he had reached a plateau and was just holding the business steady. With no legitimate quality system in place, no traceability, and no time tracking of any sort, the pressure was on.

Fortunately, Lady Luck resides in Vegas. Through the first nine months, Rebensdorf says, "I was given carte blanche to establish an entirely new business system, complete with procedures and protocols. This included bringing in JobBOSS, which I had used to build my previous machining company. I was already familiar with it and loved the time-saving aspect



OVERVIEW

Machining Specialist, Inc.
machining-specialist.com
Las Vegas, Nevada

BUSINESS CHALLENGES:

- There were no systems and protocols in place for tracking jobs and providing visibility into workflows.
- Quality control had been a huge customer concern, with issues in on-time delivery, quoting, pricing, and the products.

BENEFITS OF SWITCHING:

- With JobBOSS running the back office and job floor, there is visibility and oversight into workflows, and stronger tracking of jobs. Overall processing is now faster and more efficient.
- JobBOSS has solidified the company's quality control processes and organization, and the customers are very satisfied with the reliability the company provides.



With JobBOSS, we're able to schedule better, estimate a time of delivery, and research prior pricing."

of the Job Entry module, along with its resourcefulness in both the quoting and accounting processes. It's been so easy to use and learn for all eight of our employees. We are now on an enormous upswing and looking forward to ISO accreditation in mid-year 2020!"

Convincing the owner to make the switch was a challenge

Rebensdorf went to work on persuading the owner that JobBOSS would dramatically improve the company's efficiency and productivity. The functionality of the ERP solution would lead to better organization and the traceability they would need to grow the company. The right ERP system could manage the company to ensure continuity from job to job and employee to employee. Rebensdorf says, "Convincing the owner took about a month. Once I was able to show him how much time we were wasting on subpar job travelers, purchase orders, pack lists, and other tasks, he began to listen. Though he was mildly concerned because of the expense, I showed him the demo and assured him that this would result in a more efficient office, more trackable jobs with time and costing, and a simple and quick accounting function. Eventually he was convinced that it would be a much better system than to simply continue using QuickBooks Online as the sole management tool in the shop."

Many smaller machine shops use QuickBooks, but eventually find it to be a hindrance to their growth. The company had been using this software, charging everything simply as "labor." No part numbers were traceable, there was no ability to notate reasons for pricing updates, and generally no flexibility. "With JobBOSS," Rebensdorf says, "we're able to schedule better, estimate a time of delivery, and research prior pricing. The ERP system allows us to make a much more detailed job traveler in substantially less time, and of course, the ability to create templates for many of our jobs with similar routings."

The QuickBooks integration with JobBOSS saves them hours on previously redundant tasks

There was no itemization nor job numbers using QuickBooks alone. Rebensdorf recalls, "Everything was being done inefficiently. The QuickBooks integration was a huge purchase point for me. It cuts my accounting function in half because I no longer have to do secondary entries in QuickBooks. The synchronization brings the invoice over to QB. It takes less than a minute from creating a pack list in JobBOSS to printing a final invoice in QuickBooks, plus it eliminates the redundancy of additional input, which previously wasted hours of time. I am required to provide very specific instructions for the manufacturing



JobBOSS is a terrific user-friendly tool that fine-tunes the company, the job travelers, and quoting function."

processes, so I don't have time to waste putting in secondary information into a separate accounting system. This has streamlined my daily functions and become a huge asset in the overall efficiency of the office."

The transition to JobBOSS was quick and smooth

"I had to get a server in place first, as the company didn't have anything previously," Rebensdorf, who opted for the on-premise solution, says. "Once I had the server set up, ECI did the integration, which went smoothly. In the two instances in which the synchronization didn't go perfectly, ECI was on it quickly. Within about a week and a half, everything was up and running. I began creating workstations, basic templates, and standard text and was able to show the first travelers to the owner in a matter of a couple hours!"

The business is now running smarter and more efficiently

The biggest benefit to the business has been having a concise traveler with detailed descriptions and explicit instructions for each job. This has virtually eliminated the errors that happened prior to JobBOSS. The ERP solution has also resulted in better tracking of jobs and visibility into workflows. Rebensdorf says, "It definitely offers better tracking of jobs, along with nailed down setup and run times. This, in turn, helps us with scheduling and pricing."

Rebensdorf says the impact to the office has been just as dramatic as on the job floor. "It has made the office functions flow more smoothly, which speeds up our overall processing

time. It's eliminated overhead in the office due to no longer requiring a bookkeeper to perform the additional accounting function, which saves us thousands each month!"

JobBOSS has also been a quality control solution

"It definitely has solidified our ability to harness quality control issues that had plagued us in the past," says Rebensdorf. "With the more specific notes in each step of the job traveler, we're able to demand more frequency of inspection throughout the manufacturing process while being able to assess part run times more precisely. All of this enables us to be more competitive in our quoting and pricing."

The customers are also very happy to see the travelers in place, as the lack of organization prior to JobBOSS and the resulting quality issues had been a concern. "Now, we have better order tracking and are able to update and assess any prior issues before we proceed on a repeat or similar new job."

Rebensdorf summed up his experiences with JobBOSS by saying, "It's been a fantastic organizational tool for us, and was very easy to learn for those not already familiar. It has minimized the work involved in the administrative function and increased the overall quality of the workmanship and instruction within our company. JobBOSS is a terrific user-friendly tool that fine-tunes the company, the job travelers, and quoting function. Add the QuickBooks integration, and it's even more fantastic for a small company like ours!"

Contact us today to learn more

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