
PR & CM MORELLI PTY LTD
Trading as
M.A.R.S. TRANSPORT EQUIPMENT

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Re: EMPOWER AT M.A.R.S TRANSPORT EQUIPMENT, RIVERLAND SOUTH, AUSTRALIA

I employ twenty five tradesmen here at M.A.R.S Transport Equipment in the Riverland, South Australia. We manufacture heavy road transport equipment. I have been in this game for thirty years and have considered manual and computer based time tracking systems and Empower is the best I have seen.

Productivity and profitability had been struggling for years and I was considering selling the business as I'd had enough.

I put cheap second hand PCs on my factory floor and wired them up and purchased Empower Time Tracking and Labour Management Software late last year November 2008. We have been using Empower for six months now and have "turned our factory productivity on its ear increasing it by an absolute minimum 30%". This factory productivity increase has taken us from being in the red to significantly in the black. My accountant phoned me recently and advised me our figures are a lot better and asked why this was and I advised him it was because we put Empower in and he was impressed. By progressing our use of Empower further we expect to increase our factory productivity to 50% minimum within the next six months.

In the first week of Empower being installed I was scared shitless of how it worked and what I needed to do to make it work. I dedicated a full weekend to figuring it out and I phoned David at Empower a lot and I am glad I stuck to and made it work as Empower is the best thing I have done in my business since owning the business in 1987.

Empower works for M.A.R.S Transport Equipment because:

1 My staff on the factory floor sees the budgeted times when they start each job and they see their achieved times when they complete each job. This makes staff aware and fully accountable for their times and their performance and consequently they focus on bringing their jobs in on time. For all the years I had staff fill in time sheets they had no where near this awareness, accountability and focus to complete jobs on time as well as seeing the next step (process) in their job.

2 My production manager sees all jobs and times live as they progress throughout the day. He proactively addresses issues with staff out on the factory floor as they occur.

3 Empower has a series of factory production and productivity report options which management and I can view and print including

- Live actual time of each and all jobs
- Live actual time of each and all jobs – itemised down to our X stages of each job
- What job every staff member is working on in the factory "right now". Confirming actual consumed time and budgeted time of each job
- Productivity of each staff member (options include: on a one job this week, or this month)

- Productivity of all staff members listed “top to bottom”
- Factory Downtime hours total today and this week
- Factory Downtime hours of each staff member today and this week
- Rework hours on each job and list of reasons why and staff involved
- Time over runs on jobs. Listing , stages of each job, reasons why, and staff involved
- Variations to be charged to each job and client
- Design and Development hours on each job
- Work in Progress status of each order outlining percentage through jobs
- Warranty hours on each job
- Unaccounted time when staff are not logged onto any manufacturing or downtime job
- “Production hours lost around the eight times a day” – day start, before and after morning smoko, before and after lunch, before and after afternoon smoko and day end. For our 25 staff this was costing us lost production time of 30 minutes per staff member per day, which for our 35 staff was lost production hours was 12.5 hours per day, 62.5 hours per week, 270 hours per month, which was a financial cost of \$13,541 per month (at our factory overhead cost).

Empower gives us all the live **business reporting and business metrics** we possibly need to be properly informed on all aspects of production and productivity which allows us to continually analyse, plan and act on improving our factory productivity. Empower tracking and reporting is good because the reports can be accessed:

- 1) Live (i.e. up to the minute times on jobs and information from the factory floor)
- 2) With ease
- 3) By all management
- 4) And when accessed the figures are highly accurate

4 Within Empower now we have an accurate record of actual labour times and costs on each and all orders. Prior to Empower our budgeted and quoted hours were highly inaccurate as they were based on the “cheat sheets”, that is time sheets, that staff filled in their times on jobs which were largely inaccurate and therefore non sense and also based on my “gut feeling”. Now when we cost and quote new jobs we view previously completed in Empower in doing so we view actual and budgeted times on order and stages of each job. And now that we have Empower working well there is little variation between our budgeted hours and actual hours achieved on each job at any stage. This allows us to make profit on each job – rather than before when we were achieving budgeted hours and made profit on one job and lost it on the next.

Empower has already paid for itself fully. In fact it will pay for itself many times over each year.

I've made so much of a gain out of the Empower time tracking system already this month I purchased Empower's additional graphical job scheduling system. This is proving invaluable to us in planning job start and completion dates required for resource planning and client communication on jobs being completed.

Software installation, implementation and training of our management and factory staff was carried out by David, one of the owners of Empower Software which was carried out with ease. I can not speak highly enough about Empower the software tool and support that David, Amit, and Sean provide us.

Today using Empower M.A.R.S Transport Equipment is a much more competitive and stable business looking at growing sales, factory staff and annual profit.

In hind sight, looking back on it, attempting to manage this business and attempting to manage staff for all those years without Empower “I was pissing in the wind”.

The best advice I can give anyone attempting to manage any engineering or manufacturing business and attempting to manage staff today is come and see the system working in my factory and talk to my staff, management and myself.

You are welcome to visit or phone me any time.

Yours faithfully

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