

PROFIT KEY



INTERNATIONAL

**Implementation,
Education and Training
Quick Start Program**



OVERVIEW

ProfitKey's Quick Start program helps assure complete Rapid Response Manufacturing Client/Server (RRM C/S) implementation in 90-120 days. Program components include a proven

- **Multi-Step Implementation Process**
- **Unlimited Education Program**
- **Context Sensitive On-line Help**
- **On-line Tutorials**

Consulting and training resources are provided to deliver the necessary education and assist customers through the implementation process.

Customer benefits include faster return on investment and lower implementation costs.

FIVE STEP IMPLEMENTATION PROCESS

Step 1: Project Planning

- Executive orientation/involvement
- Goal Setting
- Organization issues
- Work-flow analysis

Step 2: Installation

- RRM C/S installation by PKI
- System start/shutdown, backup, maintenance training

Step 3 : Classroom Education

- RRM C/S training sessions
- Use of customer specific data

Step 4: Implementation

- Master file completion
- File transfers
- Procedure implementation
- User orientation
- Readiness audit

Step 5: Cutover and Support

- Execute cutover plan
 - Load and validate dynamic data
 - On-going support
-

UNLIMITED EDUCATION PROGRAM

After ProfitKey Rapid Response Manufacturing Client/Server customers have completed their initial education, this program provides all users of the system with **unlimited classroom education at no charge** on a space-available basis for period of twelve (12) months from the date of the original license agreement. This comprehensive program assures our customers that all users will receive the proper amount of education to efficiently and effectively use the software. Users are able to schedule refresher courses as well as taking courses in other cross functional areas of the system at no charge.

Education of both the project team and the system users is the foundation upon which the Quick Start program is built. One of the major benefits of this education is that both groups of people receive a complete and thorough understanding of the RRM C/S software from an integrated information flow and business perspective.

RRM C/S education classes and training sessions, wherever possible, utilize customer-specific data. In this way, users actually see how their data will be used throughout the system and how the software supports their existing order cycle.

At this point in the education process, the project team and system users have gained enough knowledge of the RRM C/S system to begin actual usage of the product. The next step of the program is to conduct a “system test” in which a small sub-set of orders is processed in the system. The results of this test are then compared to the results from the current system, where applicable. Procedural changes are then identified, discussed and agreed upon. These changes are then incorporated into the final implementation program.

After successful system testing, the system is ready to be implemented in a production mode. The training provided at this stage is in the form of “hands-on” problem identification and resolution. A feedback loop is created whereby any issues arising during implementation are quickly identified and resolved. Training during this phase will alternate between individual training to support day-to-day functions and additional classroom-type review sessions for a given module.

Under this plan, education courses are offered in the following areas and are held at the ProfitKey Corporate Training Center in Salem, NH.

- Custom Manufacturing
 - Purchasing
 - Financials
-

CONTINUING EDUCATION PROGRAM

Additional courses are available and are held at the ProfitKey Corporate Training Center in Salem, NH or on-site at the customer's location. The following additional training courses are available:

- Custom Manufacturing
- Financials
- Purchasing
- Capacity Management
- Costing
- Materials Management
- Database Schema and Data Mining
- Team Problem Solving Techniques
- RRM Quality



ONLINE HELP

The RRM C/S system has all of the documentation for thirty (30) modules on-line and is easily accessible by all users. Context sensitive definition and “how to” help is available from either the help menu or F1 key functions.

The on-line help system provides a number of convenient user features including:

- “find”
- “index”
- “table of contents”
- query tutorial
- preference tutorial
- “jumps” allow multi-module users to navigate easily
- annotated help - for user procedure customization

This on-line help has several ease-of-use and quick implementation benefits. System implementers and users can access what they need quickly. Reference pages can be made accessible merely by selective printing, and the “jumps” feature allows users who use multiple modules to integrate help and become productive more quickly.

The screenshot displays the 'Rapid Response Manufacturing Help' application window. The main content area is titled 'Engineering Item Master' and contains the following text:

Engineering Item Master can be accessed by selecting Add Item from the local activities for the Engineering Change Request form. Any new items added will be stored in the EIM database table until the ECR has been approved or canceled. Once the ECR has been approved this record will be deleted and an IM record will be added. If cancelled then the EIM records associated to the cancelled ECR will be deleted.

Click on an area of the screen or a button for an explanation of its function.

The 'Engineering Item Master Form' is shown with the following fields and values:

Item ID	IRON PIN	Comm Code		Revision	COMMON SET
Description	3 INCH	Product Code		UM Conv (Recv)	1.000000
Drawing #		Leadtime	0	Order Point	0.000000
Catalog Code		Sensitivity	0	# of Days	0
G.L. Account		Fence	0	Minimum Qty	0.000000
Plnr# / Buyer ID	1	LENGHT		Maximum Qty	0.000000
Planning Type	Planned	WIDTH		Multiples Of	0.000000
Item Type	Purchased	HEIGHT		# of Dim/Conv	0 1.000000
Policy	Discrete	Scale	0		
Classification	Regular				
Backflush	None				
U/M (Stk/Iss/Rec)	EA EA EA				
Product Manager		<input checked="" type="checkbox"/> Stocked Item			
Warranty Days	0	<input type="checkbox"/> ECR Required			
		<input type="checkbox"/> Phantom Item			
		<input type="checkbox"/> Save Demand Hist			
		<input type="checkbox"/> Create Non-Conform Rpt			
<input checked="" type="checkbox"/> Inspection Required					
Inspection Location	QC				
Inspection Type	APP				

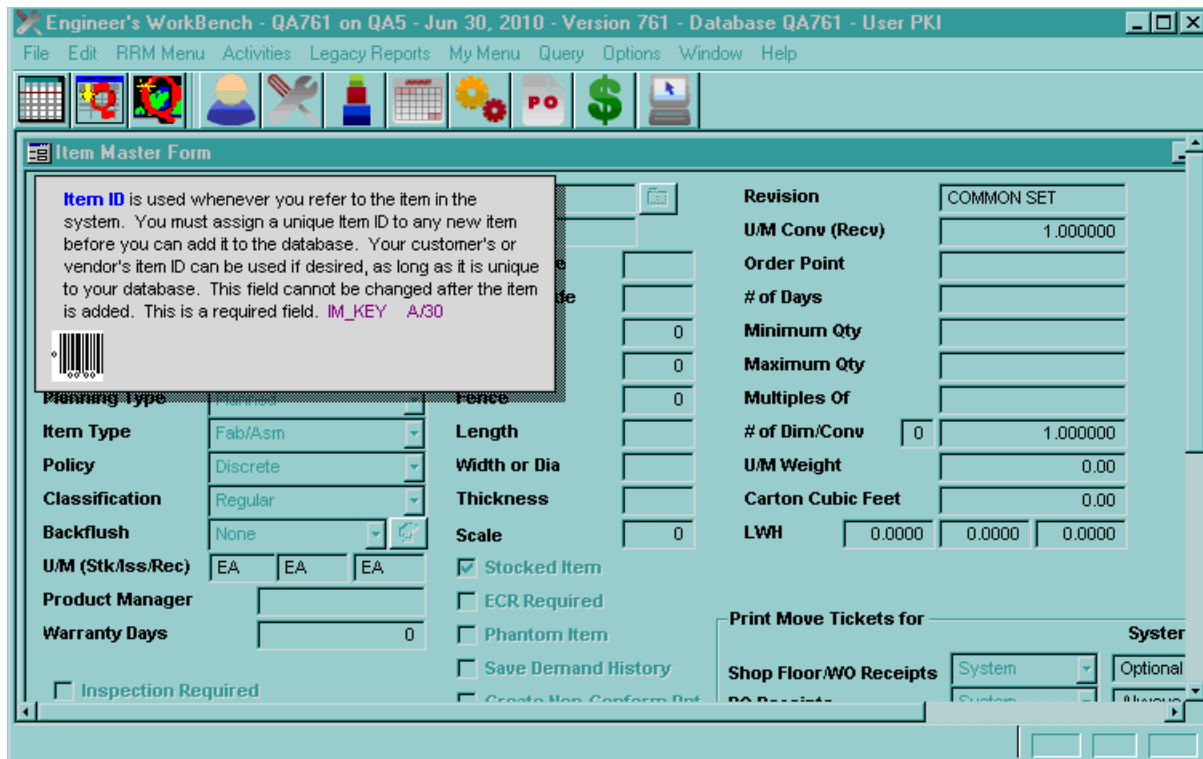
The form also includes a 'Print Move Tickets for' section with the following settings:

Shop Floor WO Receipts	System	Never
PO Receipts	System	Optional
Inventory Transfers	System	Optional
Include Serial Number/Control Lot Data	System	Optional

At the bottom of the form, there are buttons for 'Delete', 'New', 'Update', 'Add', and 'Discard', along with navigation icons and a status bar.

CONTEXT SENSITIVE HELP

Context sensitive help is accessed by selecting the F1 key function when in a field. A short description of the field and the field definition is displayed. This information is helpful for the user to determine what data should be entered into the field and when writing a crystal report.



COURSE DESCRIPTIONS

The following courses are available at our offices in Salem, New Hampshire or on-site.



Capacity Management

ProfitKey's Capacity Management Course is a comprehensive, two (2) day hands-on course that covers a number of subjects including concepts of capacity management, database setup, identifying and managing production bottlenecks and techniques for order scheduling and rescheduling.

Costing

Costing is a two (2) day comprehensive sessions designed to review costing methods available with the RRM product. Theory and practical costing processes are discussed.

Custom Manufacturing

Our CM course is an All-Inclusive four (4) day course that follows the core RRM system through the entire order flow, including Estimating, Engineering, Order processing, purchasing, scheduling, receiving and shipping. This course is required for all new customers.

Financials

ProfitKey's Financials Course is a complete two (2) day hands-on course of the integrated General Ledger, Accounts Payable, and Accounts Receivable modules.

Materials Management

This two (2) day course covers MRP, Master Scheduling and Materials Planning.

Purchasing

This two (2) day course teaches the user how to identify planned or actual manufacturing material requirements; issue Request for Quotation, Blanket Orders and/or Purchase Orders; and to provide for the linking of work order generated requirements to specific deliveries.

RRM Quality

This two (2) day course takes you through the RRM Quality module, from maintenance of custom sample plans to incoming and in-process inspection. Cause and Corrective Action is also covered, as is quality reporting.

ADDITIONAL COURSE DESCRIPTIONS

Database Schema and Data Mining

ProfitKey's ODBC Data Mining Course is a one (1) or two (2) day, comprehensive hands-on seminar for tapping into the ProfitKey Database Schema. The course involves hands-on use of ODBC links to ProfitKey data, building several examples of queries, gaining complexity along the way.

Team Problem Solving Techniques

This two (2) day course will teach the most common techniques which help teams to focus on the process, not the people. The workshop portion will focus on a set of examples that will furnish hands on experience relative to some actual problems and their resolution, using team problem solving techniques.



**50 Stiles Road
Salem, NH 03079**

**800-331-2754
www.profitkey.com**
