

SAP Customer Success Story Aerospace and Defense



Goodrich is using lean manufacturing in its quest to achieve Enterprise Excellence – perfection in how it serves all its stakeholders. The company turned to mySAP™ Business Suite – a key part of the SAP® for Aerospace & Defense portfolio of software and services – to help it quickly adapt its business systems to support not only the initiative, but an increasing emphasis on e-business. Using the new software, **Goodrich** can also now react flexibly to the ever-changing requirements and pressures that characterize the aerospace industry.



GOODRICH CORPORATION

GOODRICH SELECTS mySAP™ BUSINESS SUITE TO QUICKLY ADAPT TO CHANGING BUSINESS MODEL

Goodrich Corporation's Aerostructures division designs and manufactures aircraft engine components – such as nacelles, pylons, and thrust reversers – and also provides maintenance, repair, and overhaul (MRO) services for these components. The division is headquartered in Chula Vista, California, with additional manufacturing and MRO facilities worldwide.

ENTERPRISE EXCELLENCE

The company is using lean manufacturing in its quest to achieve Enterprise Excellence – perfection in how it serves all its stakeholders. Goodrich turned to mySAP™ Business Suite – a key part of the SAP for Aerospace & Defense portfolio of software and services – for a comprehensive information solution to support its lean manufacturing initiative, along with the rest of its business.

“The rate of change in the aerospace business is increasing, especially in the e-business area,” says M. Thornton, product data management/enterprise resource planning (PDM/ERP) project manager at Goodrich. “We couldn't change or modify our 200-plus legacy systems fast enough to respond to our rapidly evolving business model. SAP and our PDM solution provide us with the ability to quickly make changes to our systems to support the changes taking place in our business. Additionally, mySAP Business Suite also provided a ready platform for e-business.”

When Goodrich says it can now make changes quickly, it means it.

“We can literally make these changes in days or hours,” says Gary Coleman, vice president for information technology. “Each time we change one of our business processes, it requires a systems change. For example, as we co-locate people and operations around a product, this causes movement of machines and

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Goodrich Corporation

people and requires system changes to reflect where the new tasks and activities are taking place. If you don't have a responsive system that you can quickly, flexibly, and easily change, it becomes difficult to make those changes to the business. In the past, we would have to rely on programmers and wait months for the modification.”

RAPID GLOBAL IMPLEMENTATION

The company rolled out mySAP Business Suite quickly, in only 14 months. Goodrich went live simultaneously at six manufacturing facilities on two continents. The implementation included a new time and attendance and shop-floor data collection system and impacted 4,500 users with changes to virtually every single transaction in their day-to-day activities.

Goodrich credits the assistance of SAP Labs, SAP AG, SAP SI, and Xansa – a business consulting, information technology, and outsourcing organization with extensive experience in aerospace and defense – for its on-time, on-budget rollout. Xansa worked

closely with Goodrich and the SAP partners to deploy virtually the entire mySAP Business Suite platform in a remotely hosted and managed configuration, including functionality for financials, project management, manufacturing, sales and service, procurement, warehousing, and business intelligence.

SAP: A CLEAR CHOICE

Goodrich undertook an extensive testing process before selecting SAP.

“SAP provided, first of all, a full suite and an integrated system,” Coleman says. “We also looked at a matrix of key players in the aerospace and defense industry. Many of them are using SAP; that validated our decision and facilitates synergy down the road. Moreover, we also wanted a healthy company with a track record that would be a valuable business partner for a long time.”

Goodrich is not only going to use mySAP Business Suite to run its business, it's also going to use the system – along with mySAP™ Business Intelligence (mySAP™ BI) – to predict where it is going.

“Most business information is results-related – it tells you what you did yesterday,” says Jim Harmon, director of the Goodrich SAP Customer Competency Center. “We have a strong effort underway to identify and collect what we call ‘driver’ information. This is information that is going to help us predict what the results are going to be. We want to get this information – for example, the correlation between inventory and production build rates – in the hands of our people quickly, to take corrective action before something becomes ‘a result.’”

Goodrich linked mySAP Business Suite to a product data management system for a complete life-cycle management solution. And, its internal competency center will help Goodrich continue to refine and enhance its ongoing business requirements with the SAP® solution, so as the company's business changes, it can quickly make system changes to meet its business needs.