Manufacturing Company Makes Profits Quietly

When you first meet Charles Crowther, President of Stoddard Silencers Inc., he will quickly explain to you that his company has nothing to do with guns. Stoddard is a manufacturing company of silencers and filters to solve industrial noise and vibration problems. The products are used in industrial blowers, compressors, engines, vacuum pumps and gas vents.

While the needs for silencers may be common across a wide spectrum of industries and applications, the solutions are as individual as each problem. To ensure that the product will be a perfect fit for the application, Stoddard's engineering team will design the product according to the custom need. In fact, in one conference with Charles, he had to cut short the meeting to fly to Alabama with his engineers to inspect the blower that would be installed with his silencer.

"We are a job shop manufacturing company," Charles explained about Stoddard's business, "We design the products with our customers. Each order is a custom job." Most often, the product is built on a same-as-except bill of material. It is critical to have the product structure shared between the sales, engineering, and customer service teams. The challenge is compounded by the multiple-site presence of Stoddard.

For years, Stoddard used the Peachtree software for accounting applications. Engineering and manufacturing functions are not handled by the system. As the economy is poised for recovery, Stoddard is seeing business growth and is installing iQuest to integrate all the business functions. The purpose is to not only eliminate duplicate steps in the current design and production process, but also to keep everyone informed about the status of the job.

iQuest is an enterprise level software for manufacturing companies and wholesale distributors. It is particularly well suited for job shop manufacturers. The engineering users can enter the custom bill of material, or the sales team can configure the product with the customer during the quotation or order entry process. For a brand new product, the user can also create the assembly and the bill of material on the fly.

Many engineers like to design the bill of material in an Excel worksheet. In Stoddard's case, iQuest will import the bill of material into the product design.

Charles Crowther also commented that he selected iQuest among many fine choices because of the robustness of the system, the reach-far-drill-deep design, and the strength of Abacus consulting

team. The cross functions in the system help each one in Stoddard to achieve more as a team by removing the department boundary in the workflow.