

PM100

The Progressive Manufacturer of the Year Finalists LARGE COMPANIES

Winners in this category are manufacturers that have demonstrated mastery of multiple disciplines. Past winners,

→ for example, have successfully implemented broad-based initiatives that dramatically improved operational efficiency while also improving integration and employee education and training. Progressive Manufacturer of the Year winners also typically have implemented projects that transform multiple functions within the enterprise, from the plant floor to the supply chain. This year, for the first time, *Managing Automation* is presenting two Progressive Manufacturer of the Year awards, one for large companies with revenue of more than \$1 billion and one for smaller companies.

PROGRESSIVE MANUFACTURER OF THE YEAR / LARGE



COMPANY: Ingersoll Rand Co.
HEADQUARTERS: Piscataway, NJ
SIZE OF COMPANY: 1,000 or more employees; more than \$1B in revenue
INDUSTRY: Industrial equipment
PRIMARY PRODUCT LINE: Advanced thermal technologies; air compressors; air piping systems; audit & system design services; biometric time and attendance terminals; engine starting solutions; precision fastening equipment; refrigeration systems
NAME OF PROJECT: Customer Center Order Management (CCOM)
PROJECT OBJECTIVE: Deploy best practice sales, order management, and field service capabilities to U.S. Customer Centers; grow service revenue; increase visibility into operations; scalability and flexibility
TECHNOLOGIES EMPLOYED: Oracle E-Business Suite, Siebel CRM; WebMethods middleware
ACCOMPLISHMENTS/ROI: 11% increase in daily service requests scheduled; cut service billing time by 24 to 72 hours; reduced sales entry time by 50%; improved parts inventory management; decreased manual transactions by 30%; \$2.8 million savings over next five years

PROGRESSIVE MANUFACTURER OF THE YEAR / LARGE



COMPANY: ASML
HEADQUARTERS: Veldhoven, the Netherlands
SIZE OF COMPANY: 1,000 or more employees; more than \$1B in revenue
INDUSTRY: Semiconductor equipment
PRIMARY PRODUCT LINE: Custom optics and integrated lithography systems for use in integrated circuit manufacturing
NAME OF PROJECT: Remote Service and Support Initiative
PROJECT OBJECTIVE: Enhance the value of support and service; increase operational efficiency and lower costs; reduce travel; increase knowledge sharing; reduce mean time between failure metrics; improve mean time to repair metrics; increase OEE and equipment uptime
TECHNOLOGIES EMPLOYED: SAP; ILS Technology's secureWISE SaaS managed service, eCentre remote security enterprise application, ServiceNet global virtual private network
ACCOMPLISHMENTS/ROI: Improved response time, quality of service, and customer awareness of equipment condition and maintenance program; efficiently use field service and support assets

PROGRESSIVE MANUFACTURER OF THE YEAR / LARGE



COMPANY: The Dow Chemical Co.
HEADQUARTERS: Midland, MI
SIZE OF COMPANY: 1,000 or more employees; more than \$1B in revenue
INDUSTRY: Chemicals
PRIMARY PRODUCT LINE: Connect chemistry and innovation with sustainability to provide fresh water, food, pharmaceuticals, paints, packaging, and personal care products
NAME OF PROJECT: Designing networks to strengthen corporate growth strategies
PROJECT OBJECTIVE: Invest for strategic growth; drive financial discipline and low cost-to-serve; set standard for sustainability; build a people-centric performance culture
TECHNOLOGIES EMPLOYED: Logic Tools; Rockwell; SAS Institute Forecast Server; SAP Business Objects
ACCOMPLISHMENTS/ROI: Incorporated perceived or expected changes in real world; potential to save \$150 million from using larger vessels for shipping chemicals (50%), using a hub strategy in chemicals supply chain (20%), and optimizing packaging locations for chemicals and plastics (30%)

PROGRESSIVE MANUFACTURER OF THE YEAR / LARGE



COMPANY: Sasol Ltd.
HEADQUARTERS: Johannesburg, South Africa
SIZE OF COMPANY: Employees N/A; \$13.6B in revenue
INDUSTRY: Mining, energy, chemicals, synthetic fuels
PRIMARY PRODUCT LINE: Coal-to-liquids and gas-to-liquids technology to make liquid fuels and lubricants; reform natural gas and produce electricity; demineralized water; steam
NAME OF PROJECT: Real-time strategic operations and accounting algorithms
PROJECT OBJECTIVE: Better cost control and meet demand
TECHNOLOGIES EMPLOYED: SAP ERP
ACCOMPLISHMENTS/ROI: Reduced air flow variability; dashboards determine impact of change in control strategy or equipment change; surpassed annual savings goal of \$400,000; 6% savings on energy feedstocks; 4% savings on electricity costs; annualized direct benefit at least 2% reduction in variable costs; further supports demand planning, and monitors and manages energy usage in real time