

# Herman Miller achieves production goals with Infor10 ERP Business (SyteLine)




## Challenges:

- Ensure that all customers receive specialized services to meet their unique needs.
- Provide quality custom products more quickly.
- Reduce inventory costs.

## Benefits:

- Reduced inventory by \$1.2 million in two years.
- Cut time to purchase components for manufacture.
- Improved operational and supply chain visibility for better decision-making.
- Increased productivity and accuracy.
- Cut delivery times through integrated production and supply processes (fulfilled orders guaranteed in 10 days for 100% of relevant products).
- Enhanced just-in-time supply chain via automatic delivery of purchase orders to key suppliers.
- Achieved the ability to confirm orders in less than one minute via integrated electronic sales ordering.
- Established the ability to see production progress every minute via barcoding.

## Facts at a glance.

**Products:** Infor10 ERP Business (SyteLine)

**Industry:** Manufacturing

**Country:** Global

**"Infor10 ERP Business has undoubtedly helped us achieve the fast turnaround and product quality that we need to deliver superior customer service."**

—KEVIN HALL, HEAD OF INTERNATIONAL BUSINESS SYSTEMS DEVELOPMENT, HERMAN MILLER

## About the company.

Based in the UK and with operations in more than 40 countries, Herman Miller is a leading global manufacturer of office and domestic working environment furniture. The company maintains manufacturing and distribution centers in North America, the UK, and Asia, and sales offices, dealers, and licensees in North America, Asia/Pacific, the Middle East, Africa, and Latin America. To learn more, visit [www.hermanmiller.com](http://www.hermanmiller.com).

**"Previously, we produced 40 chairs in an hour. Now, we run up to 120 chairs in an hour."**

—KEVIN HALL, HERMAN MILLER

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