

# Case Study Exel Composites

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Process Guide Success Story



# Exel Composites and imc

## Knowledge sharing with Process Guide

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### Customer

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Exel Composites, a global technology company headquartered in Finland, is the world's largest manufacturer of pultruded and pull-wound composite solutions. They design and manufacture composite products using carbon fibre, fiberglass and other high-performance materials. Exel Composites produce a full range of standard and custom sized composite tubes, tool handles, profiles, and laminates. These are used in residential, commercial, and industrial applications. Exel Composites' global manufacturing, R&D, and sales footprint serves customers across a broad range of industries and applications.

### Challenges

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Over the last two years Exel Composites implemented a new Enterprise Resource Planning (ERP) system, which was planned to be carried-out in several phases. The project required a lot of staff training and writing of instructions on how to use the new system. Quite naturally, even though people were trained and had onsite support they often felt that they were still missing info/detail on how they should use the new technology. Additionally, many people found it easier to simply ask a more experienced user, which is not necessarily which isn't always the most efficient use of time and can also isolate useful information.

Another challenge that Exel Composites faced was implementing a Product Data Management (PDM) system. This has created different workflows that install much better control of their processes, plus reporting along the process workflow is much improved. This, though, required the IT team to write a lot of instructions and train people so that everyone uses the system in the same way.

### Solution

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Due to these challenges Exel Composites looked for a solution that would help their business and decided on imc Process Guide, since it allows people to easily find the information they want when they need it. Consulo (imc's partner in Finland) provided a Process Guide implementation project to all Exel Composites' Finnish employees, establishing a baseline. With imc Process Guide, users can much easier find information and instructions, plus, the threshold of accessing instructions is now much lower. Additionally, it allows people to easily find the information they need for their job on demand.

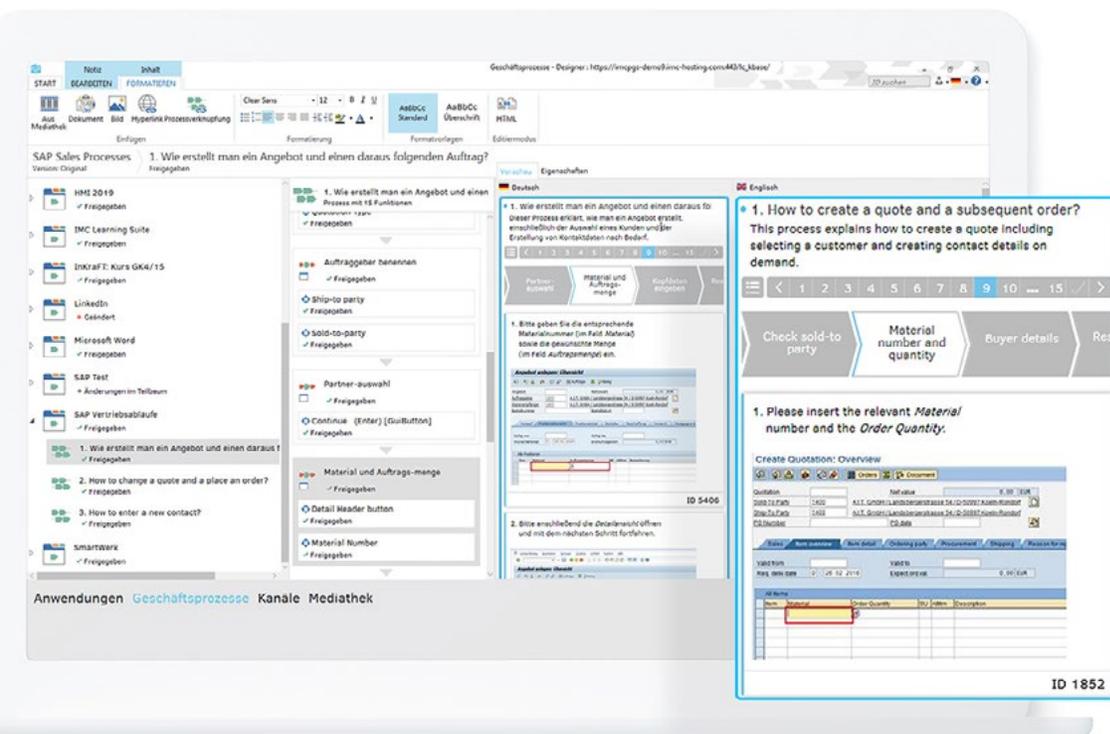
# How did the Process Guide rollout work?

Consulo and imc implemented Process Guide, an electronic performance support system (EPSS) – or in other words ‘GPS for software,’ to help Finland’s Exel Composites reduce staff training costs whilst increasing productivity and performance.

Kimmo Puoskari, Exel Composites’ R&D Manager, summarised: “The Process Guide rollout project didn’t take very long at all. We first held a workshop with Consulo to understand the system plus our processes and workflows, then we were able to make instructions of and for our processes and use these in Finland straight away. In total, we only needed about one month for the rollout, which was a pain free and easy implementation project, and we have been using the system now for a little over half a year.

All new instructions for our Enterprise Resource Planning (ERP) system and/or our Product Data Management (PDM) system are pushed to the correct people in the business through Process Guide making this available across the company on demand. And, because the implementation project was so quick/easy this shows how easy the system is.”

Furthermore, Exel Composites was positively surprised that the implementation process went so well. Kimmo adds: “Compared to other IT projects our team is usually involved in, the Process Guide implementation has been easy and fast. It has allowed us to show people something quickly, which is a benefit to the whole organisation and our customers.”



# What has been the impact on the business?

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In general, the feedback across the business has been positive. Kimmo summed up: “We feel that Process Guide is a nice way to document process instructions and have them all in one place, in a central depository. Because Process Guide has been a very easy and straight forward project to get up and running, it required very little IT/infrastructure effort. Measuring business impact is not so straight forward, however my ‘gut feeling’ is that the business goals of having easier access to instructions and guidelines and getting people to focus on using our systems and processes correctly has had a positive impact.”

Kimmo also points out, that employees’ skill sets have increased, plus their learning curve has reduced. Another positive side effect: Calls for on-site help have reduced, meaning the IT team has more time to focus on more challenging issues and important system development work, instead of basic user assistance.

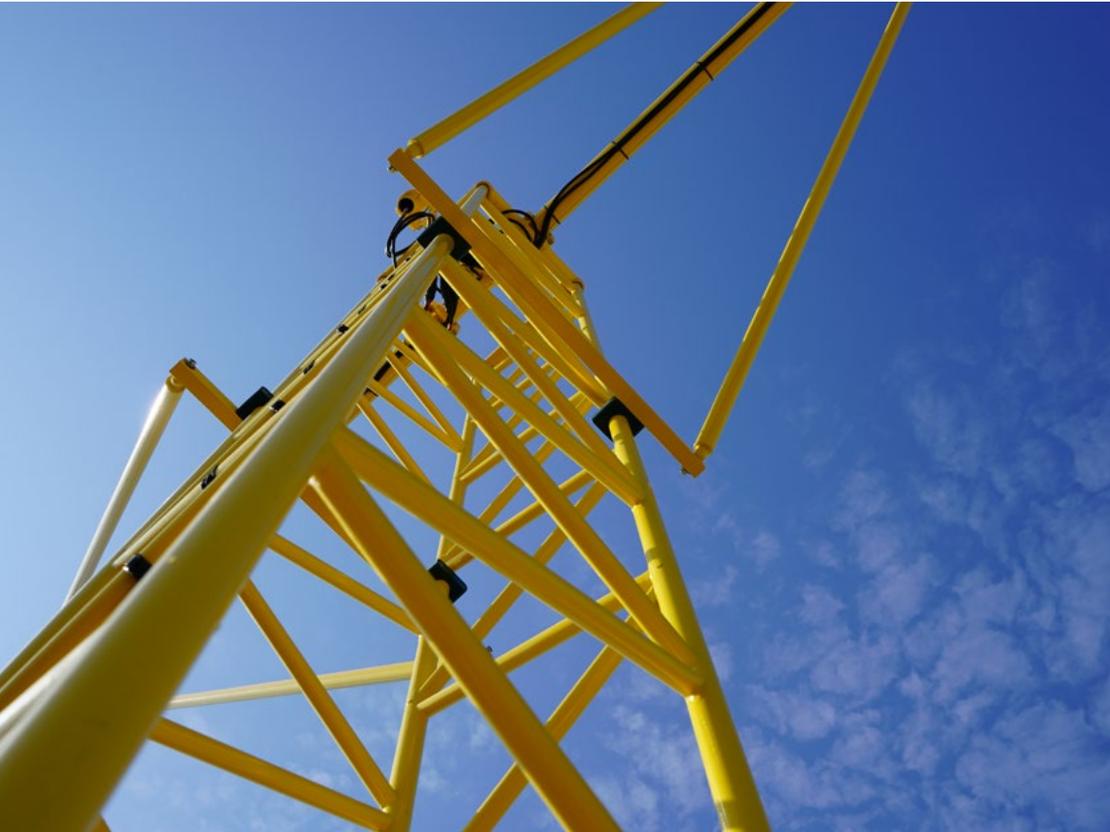


I see this as a step towards a paperless workspace, as previously I have witnessed a lot of people printing instructions and keeping these nearby.

**Kimmo Puoskari,**  
Exel Composites’ R&D Manager

# Paperless workspace & optimised onboarding

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R&D Manager Kimmo says: “I see this as a step towards a paperless workspace, as previously I have witnessed a lot of people printing instructions and keeping these nearby. But, with Process Guide it is easy for us to just push processes updates (changes, improvements, etc.) out to the whole organisation, making the printed copies soon out of date. With Process Guide it is easier to understand more complex process and instructions, therefore, it helps people to develop a deeper understanding on our processes, as they can gain a concrete ‘view’ of our processes and a way they need to work in the process.”

For Exel Composites this is an additional benefit when hiring new people as they can onboard them, give them a basic training, and then the system automatically supports the way they work (e.g. with guidelines, templates, instructions, etc.). It is also very beneficial that the system automatically starts-up and is easily and automatically available when employees start work.

# Process development

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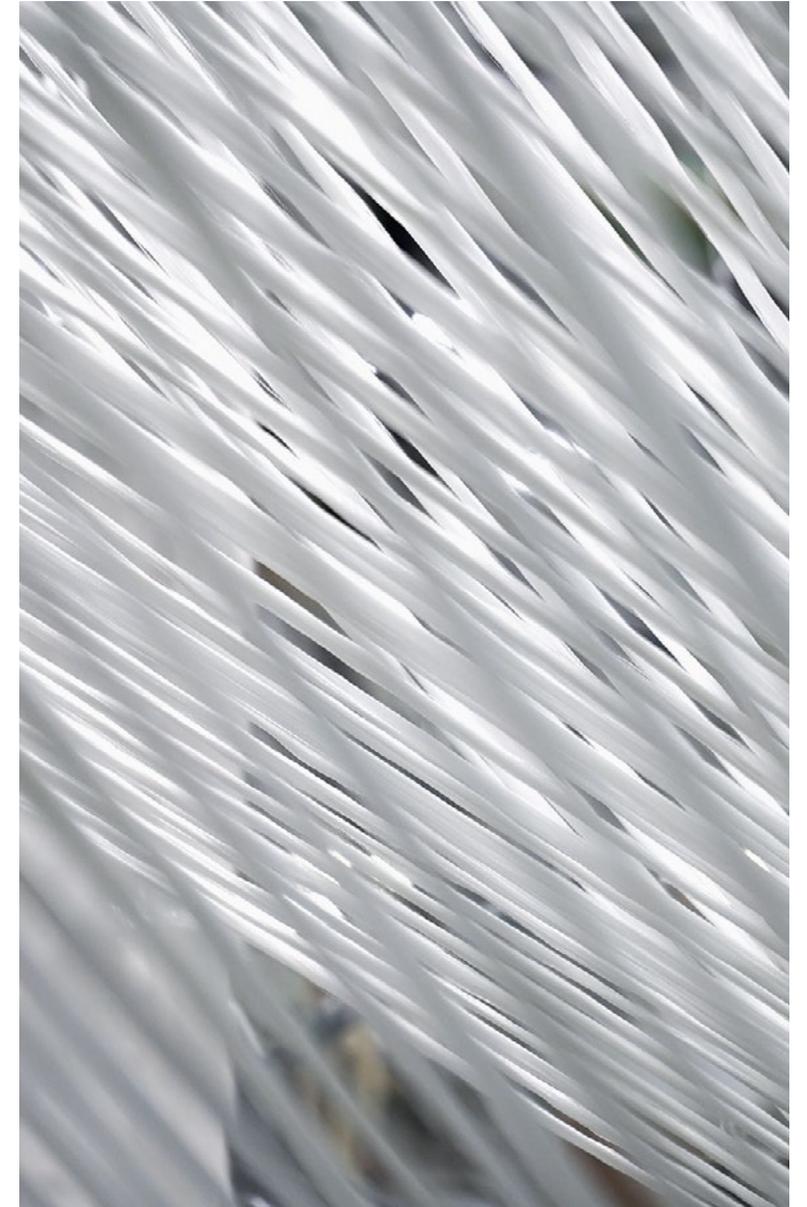
Another interesting thing, although Exel Composites had not previously considered this, was that they find that process development is also being helped by Process Guide as it can also be seen as a platform for actual process development.

Kimmo Puoskari says: “This is because employees can start a new process and easily follow it in the system, this helps us with the development and implementation, as well as, identifying and speaking with the people involved. Making instructions available in Process Guide is a nice visual way for people to see their involvement, which allows us to talk to our staff about a process and the accompanying guides, etc. Process Guide allows people to think about the steps and how they are doing their work and how it fits into the larger picture. In this way Process Guide has had a positive impact on the Exel Composites business.”

## What are the next steps?

Exel Composites will roll-out Process Guide across their other Business Units in central Europe, US and China. The benefit of using Process Guide is that the company uses the same systems in the other regions as well, so, the Process Guide instructions that they have written can easily be reused/adapted to the other parts of the business in different regions. And, local language can also be quite easily applied.

More about Exel Composites  
[www.exelcomposites.com](http://www.exelcomposites.com)



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