KYOCERA
SGS Tech Hub LLC

Real Time Product Tracking

Valerie DiGuilio, Juliana Kreuscher, Scott McGowan, Ben McKelvain
Advisor: Jaime Camelio   **Client POC:** Jason Wells
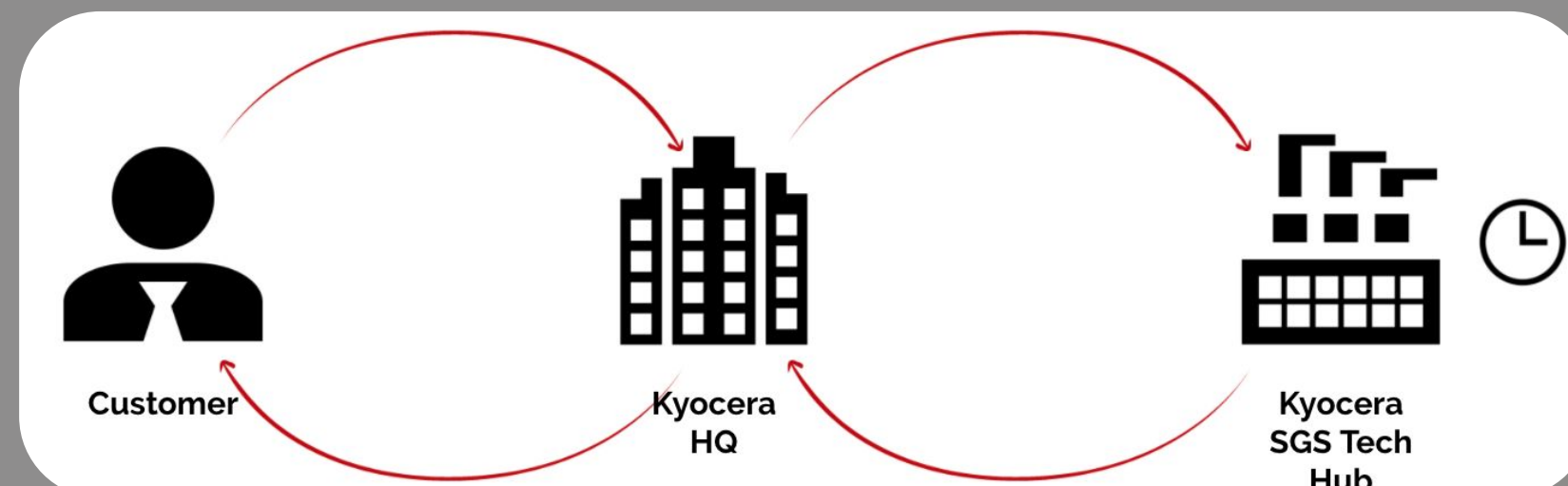
VIRGINIA TECH

Background

Tooling manufacturing facility consisting of 15 employees that designs and produces customized precision carbide cutting tools.

Problem Statement

Kyocera was spending valuable time answering questions about customer order status.

Previous indirect process for retrieving order status for customer

Affects…
- ability to accomplish value-added tasks for employees
- customer relations and retention due to a lack of transparency

Project Description

Create an online product tracking tool, similar to that of the Domino's pizza tracker, for the manufacturing processes of the SGS Tech Hub.
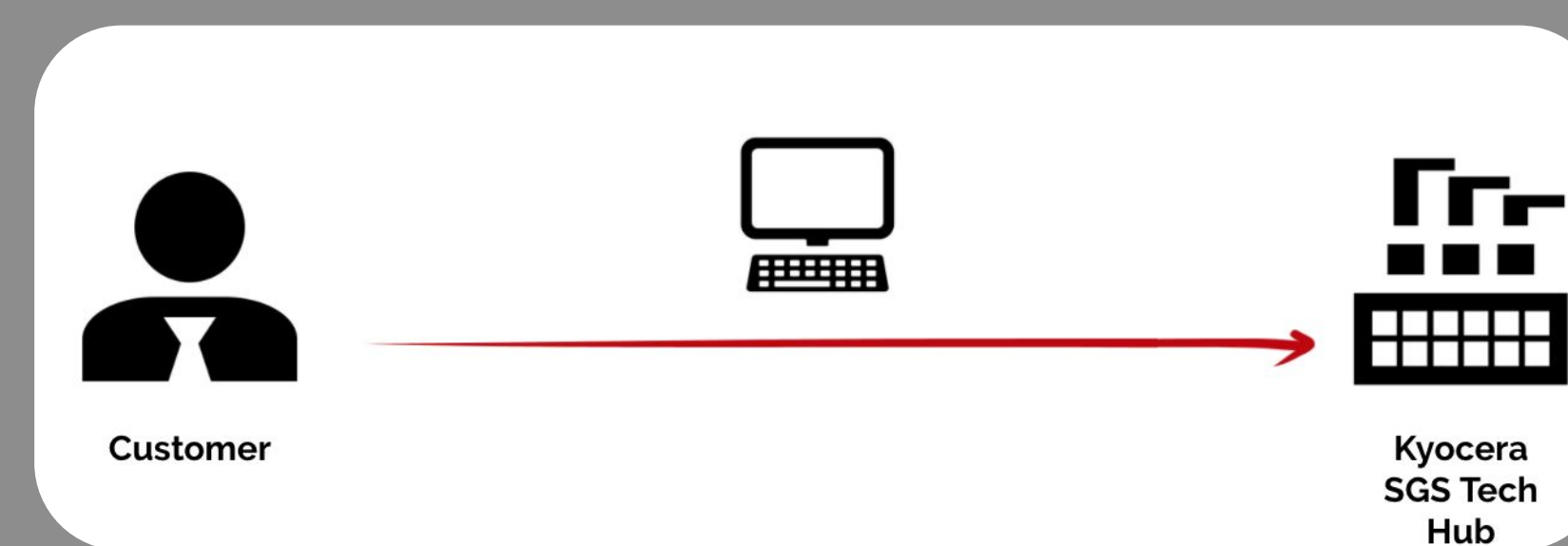
Solution: Online process for customers to retrieve order status directly

This tracker will serve as...
- Increased transparency and visibility to the customer
- Competitive differentiator used to decrease non-value added work regarding order status inquiries
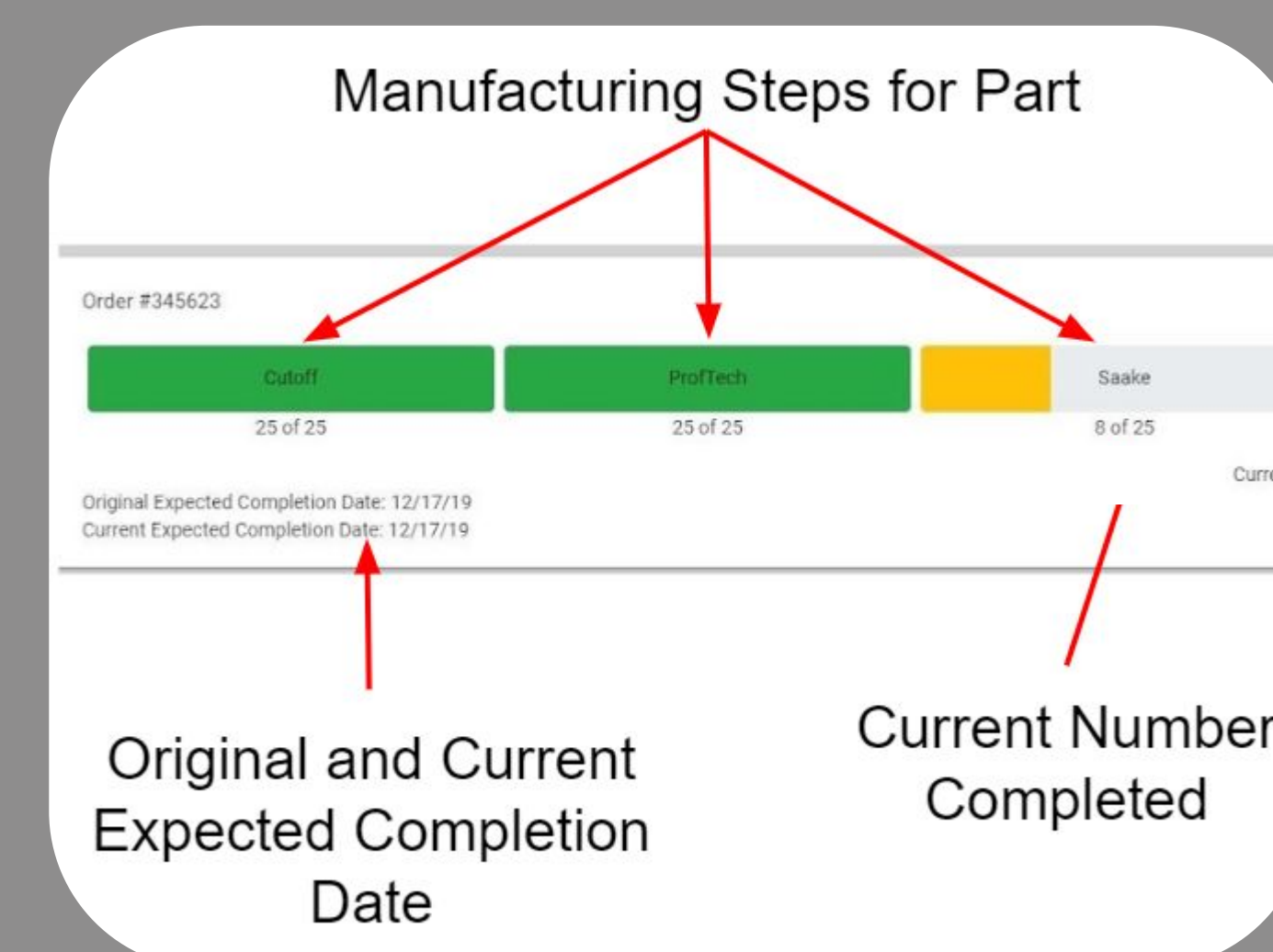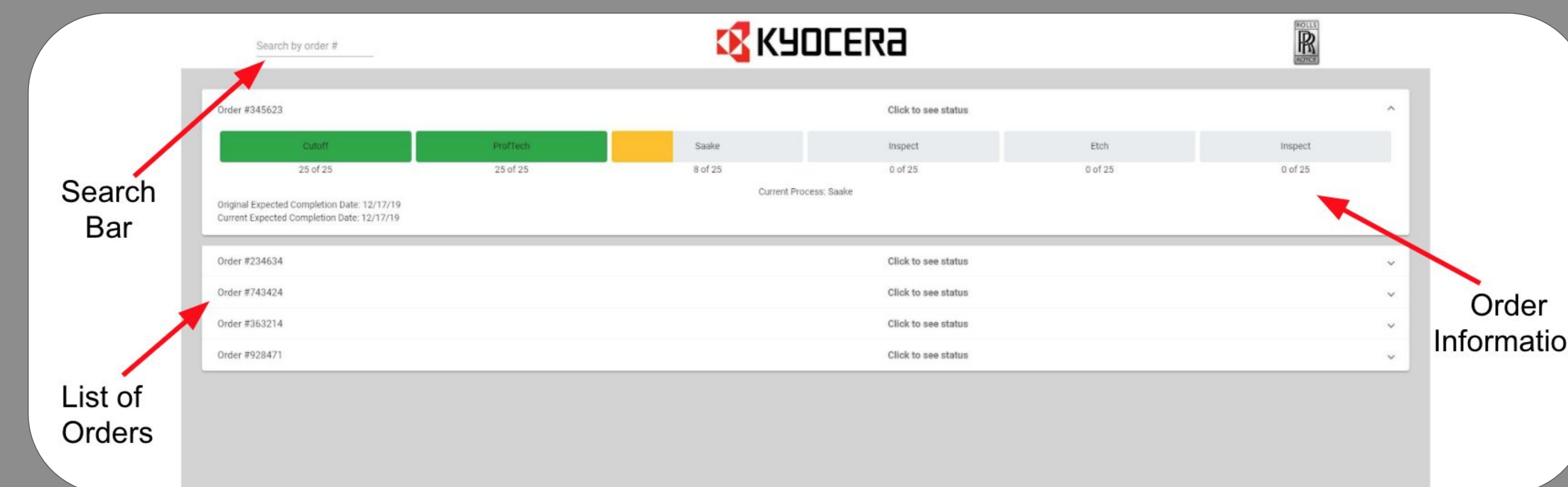
Data Visualization

To create a real-time user portal, an Excel file (.csv) is exported daily from Kyocera SGS Tech Hub's internal Enterprise Resource System (ERP) was used, parsed using Python, uploaded to a database, and finally posted online for the customers to privately access using Amazon Web Services.
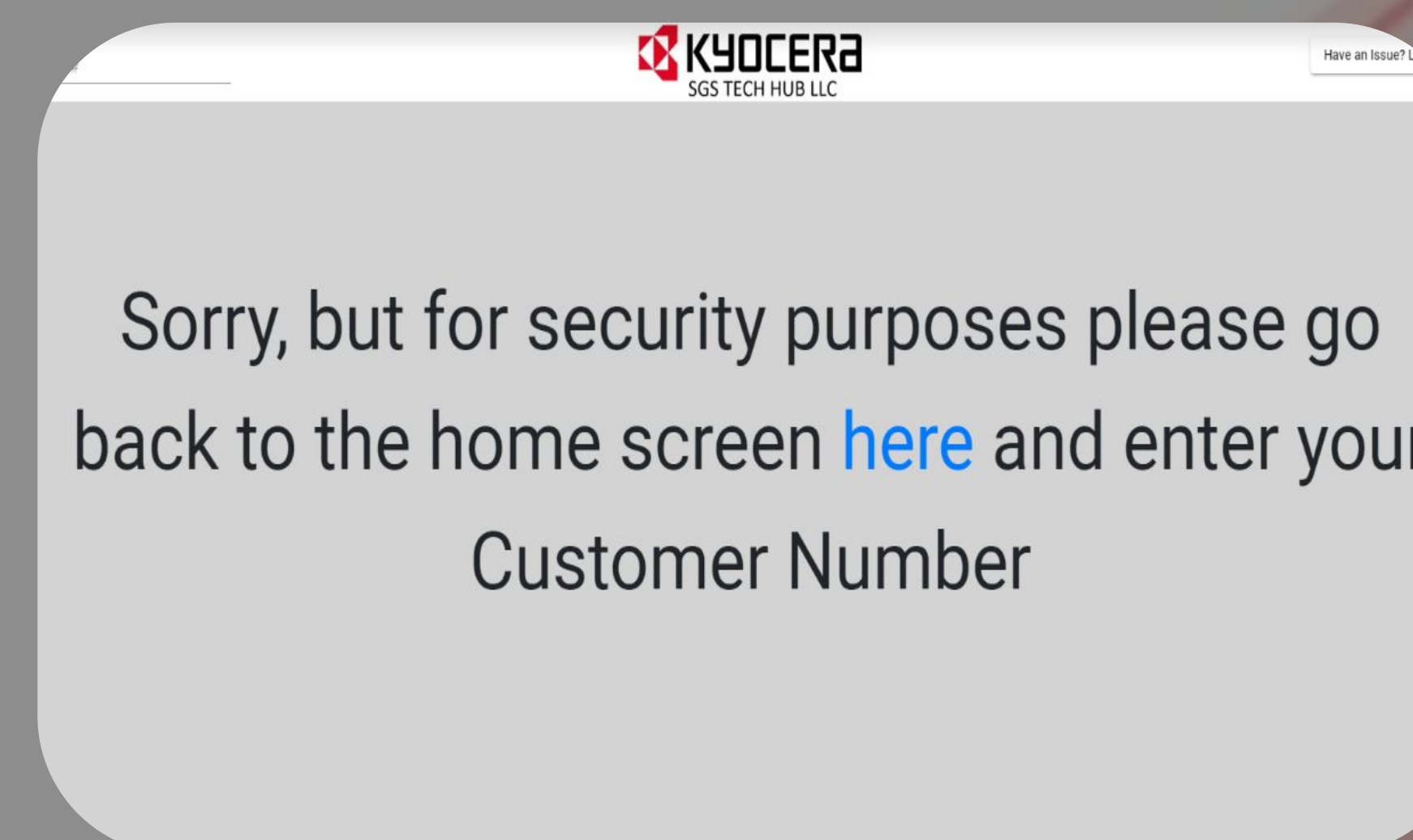

Results

A secure, fully-functioning product tracking tool updated at least once daily.

Search Bar

List of Orders

Order Information

Manufacturing Steps for Part

Original and Current Expected Completion Date

Current Number Completed

Sorry, but for security purposes please go back to the home screen here and enter your Customer Number

Security measure preventing link sharing/guessing as well as timed-out refreshes

This tracker includes…
- Login screen with randomized 10-digit CustomerID
- Color-coded intermittent and overall progress
- Original and actual completion date
- Tracking number upon shipment
- Tool tips and search bar

Methodology

Agile methodology was used when executing this project to ensure a continuously improved working dashboard was available throughout the process. Multiple iterations were employed and client needs were consistently prioritized for the next sprint.
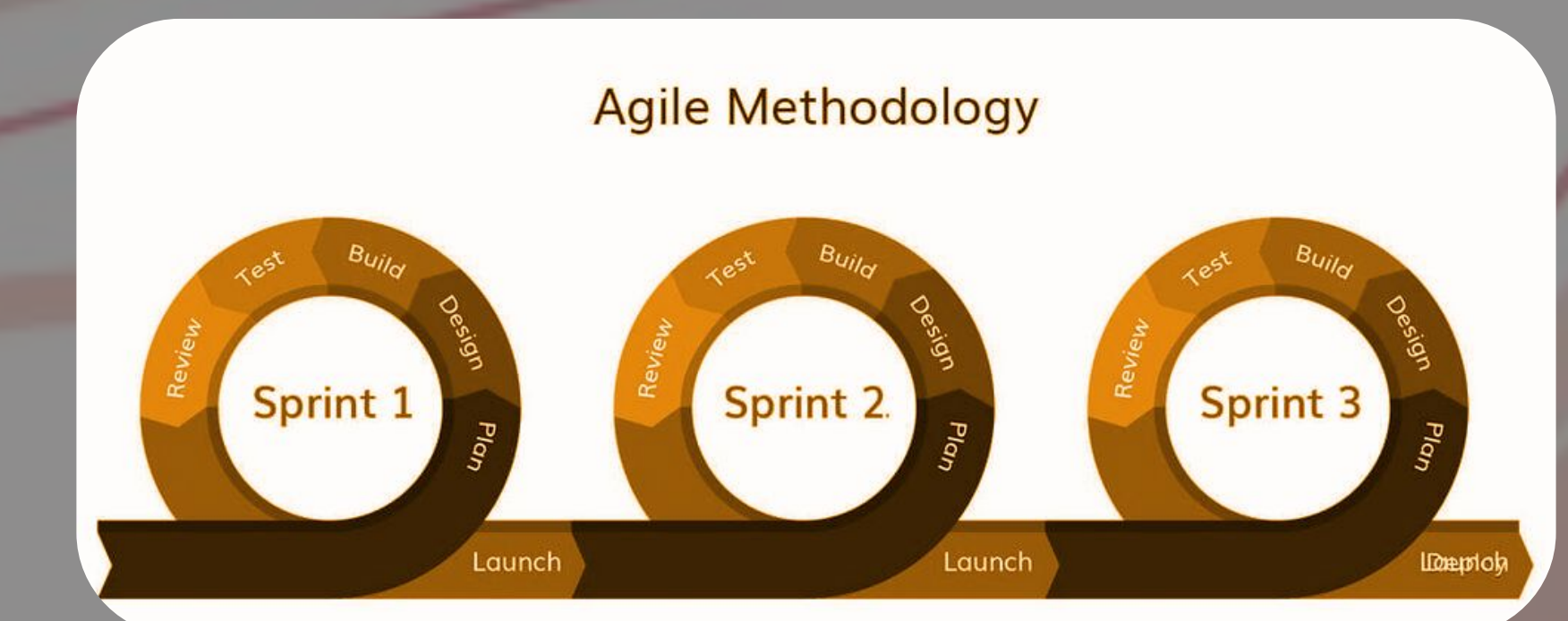
Impact

Over a three-year horizon, this tracker...
- Prevents hiring 1 additional Full Time Employee
- Increases competitive lead generation
- Improves customer touchpoints speed and quality
- Predicts rise in market value

Total Savings:
$475,000

The first year will be an estimated savings of $180,500 with projected growth rates of 5% and 7% for the following two years respectively.

Future Recommendations

We recommend that the team use the Sprint Methodology for further improvements to the dashboard and its features.

Improvements Include:
- Merging the Kyocera SGS Tech Hub platform with this dashboard's website
- Ability to update orders from the shop floor
- Automatic system that notifies customers of production milestones