



Usage trends are analyzed through Crystal Reporting in Quantum and VMI bin stock levels are optimized for maximum efficiency.

Aircraft Hardware West (AHW) offers a wide variety of products and customized solutions, specializing in aircraft fasteners, electrical components, and placards for aircraft applications, including seats, lavatories, galleys, cargo, and cabin interiors. Their comprehensive product knowledge, design support, and culture of continual improvement positions them as a global leader in aircraft hardware distribution and vendor management.

AHW is in the process of opening a facility in Gainesville, TX to support their growing VMI program at Safran Seats US. This new facility will also serve as a central distribution center to support the Midwest and East Coast, as well as their facility in Chihuahua, Mexico. Altogether, AHW services 7 VMI customers with 10 divisions across the US and Mexico. As of today, they manage an impressive load of 5000 VMI bins through Quantum's Remote Managed Inventory (RMI) system.



<https://ahw-global.com>

<https://www.linkedin.com/company/3854419>

Automating Supply Chain Metrics, Enhancing Visibility and Customer Service

Aircraft Hardware West relies on Quantum Control MRO & Logistics Software to streamline their Vendor Managed Inventory (VMI) program and provide real-time reporting to their customers

The Challenge

Aircraft Hardware West (AHW) required an efficient and automated method of reporting empty bins and racks containing AHW-supplied parts at their customers' facilities as part of an ongoing obligation to support each customer's point-of-use requirements for hardware across the factory. In addition to recording parts, they also needed a way to automatically trigger replenishments for these customers, instantly adding transactions to invoices generated in their time-tested ERP system, Quantum Control.

The Solution

Utilizing Quantum Control's Remote Managed Inventory (RMI) and Portal modules, AHW can forecast their customers' needs in real time, supporting the ability to place instant orders and provide efficient management of supply and demand. Component Control built a custom mobile application deployed on a tablet scanner to be used by AHW personnel in the customer's factory. When a bin is empty, indicated by an "empty bin flag", the user simply scans the bin ID and this data is relayed back into AHW's Quantum-ERP system. If the tablet does not have an internet connection, the data is stored on the device and instantaneously syncs with Quantum Control as soon as internet is restored.

Once notified of an empty bin, Quantum's Event Manager is automatically triggered to work with the Remote Managed Inventory module thereby automating invoicing and logistics and enabling AHW to effectively communicate with their customers.

Additionally, AHW's customer web portal has been customized to provide their customers with real-time bin status, AHW stock positions, hardware certifications, and the ability to order on demand, resulting in increased customer satisfaction and streamlined daily operations.

Krista Wildermuth, Director of Operations says "Quantum-ERP supports our ability to automate the tracking of our customers hardware usage from order requisition to order fulfillment and provide meaningful analytic data which has greatly increased our value proposition. We are not seen as simply a hardware distributor but as a value added service provider. That's the partnership we want with our customers."

