

1. Describe the company background, including what this company is about, its history, location, size, etc.

GB Manufacturing is an electronic components and test equipment manufacturing company, headquartered in New York. It's a major firm with several factories in the New York City area and over 10,000 full-time employees. This business places a high priority on groundskeeping and building maintenance. About 200 workers work in the Maintenance department, which is responsible for maintaining particular plants or buildings. Specific maintenance and repair activities are delegated to each group of employees. It takes great satisfaction to have a diversified workforce that includes painters, carpenters, electricians, welders, plumbers, and many more professionals, all of whom have the specialized knowledge and abilities required to guarantee precise and efficient maintenance. Furthermore, the Maintenance department employs a group of skilled workers that focus on providing support for special projects or incidental tasks.

2. Describe the purposes of existence/mission statement of the company.  
Describe the company's vision statement of the future of the company.

The company's mission statement of the company is to provide an efficient management and maintenance system that enhances productivity and cuts waste. The corporation took action in 2003 after realizing that losses of materials and equipment were resulting in significant annual losses. Creating a new automated device check-in system to monitor device pickups and returns is its aim. Additionally, to reduce losses and needless transportation expenses, they concentrate on enhancing warehouse management system. It is dedicated to establishing a polished and productive workplace where individuals may work more productively and successfully accomplish their objectives.

The company's vision for the future is to improve management and save costs in maintenance activities. They understand that theft and equipment loss result in large expenses, which are estimated to exceed hundreds of thousands of dollars annually. They have focused on creating a new automated system to monitor and control device pick-ups and returns to address this issue. By doing this, loss is reduced and precise device tracking is guaranteed. They are also streamlining material management and storage systems, both of which are necessary for maintenance. They want to reduce waste and loss by appropriately managing the material warehouse and streamlining the inventory monitoring procedure. In addition to lowering wasteful inventory and shipping costs, this will improve workflow and result in cost savings for the business.

### 3. Propose the goals and objectives for the company to accomplish its mission

There would be some goals and objectives for the company to accomplish its mission. Developing a cutting-edge equipment management system that can monitor the whereabouts and condition of equipment and provide details on its availability is one of the primary objectives. The next objective is to reduce equipment damage and loss. Businesses can reduce the likelihood of theft, loss, or damage by implementing stringent controls and closely observing the equipment inspection and return procedure. This will reduce the expense of maintaining the facility and equipment replacement. The enhancement of worker safety is the third objective. This can be accomplished by putting in place control mechanisms that guarantee that only those with particular training and expertise are permitted to operate dangerous machinery. The fourth objective is to reduce expenses and boost efficiency. Employees will have quick access to the tools they need for their jobs with the help of an efficient equipment management system, which will boost productivity and reduce the need for new equipment purchases. The project's last objective is to be finished in six months and to ascertain the required project budget. The project team will be able to focus better and operate more efficiently if a deadline is set. Establishing the budget in advance ensures better financial management and the advancement of the project.

### 4. Conduct a SWOT analysis for the company

#### Strengths

- The business has a significant commitment to worker responsibility and satisfaction. Maintaining machinery is improved by providing staff members with the appropriate tools.
- The operations of Equipment Depot exhibit flexibility and efficiency. Even with a large maintenance staff and \$1 million worth of inventory, the current manual approach has successfully managed operations for more than 20 years.
- GB Manufacturing places a high priority on skill proficiency and safety. By emphasizing appropriate training and limiting equipment access based on skill level, the company promotes worker health and accident prevention.

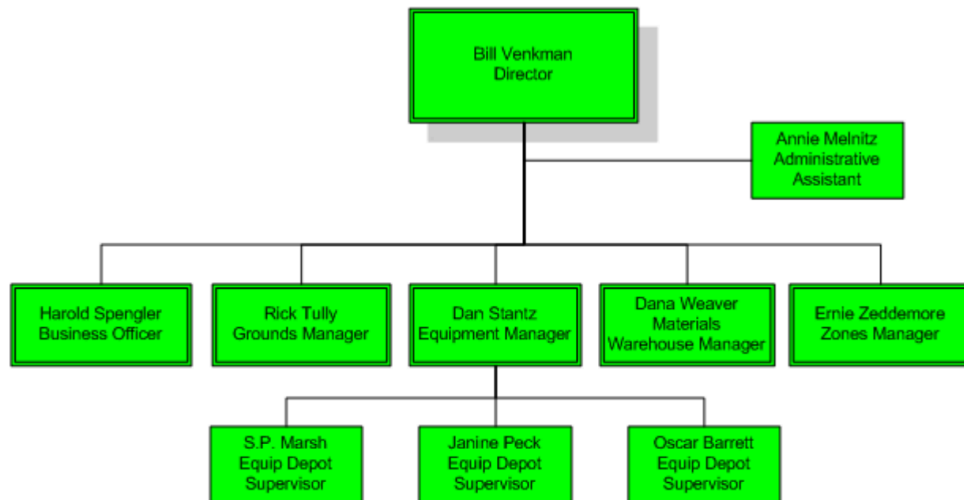
#### Weakness

- Every year, there is a large equipment loss. This fact demonstrates their inability to locate and safeguard their assets.
- It becomes challenging to search for, find, and regulate products in the warehouse because the current system does not offer adequate tracking. Loss and asset waste result from this.
- GB Manufacturing's equipment management system enhancement project lacks a specified deadline and financial strategy. This shortcoming may cause confusion and doubt when implementing the project.
- A suitable budget to strengthen the

<ul style="list-style-type: none"> <li>● By seeking to improve its processes, the organization demonstrates an innovative mindset. Dan Stantz's idea shows an optimistic outlook on advancing operations, tracking equipment, and also providing real-time information.</li> <li>● At GB Manufacturing, skilled maintenance personnel, including electricians, plumbers, and carpenters, are employed. This allows the business to handle a wide range of tasks without having to look for outside contractors.</li> <li>● GB Manufacturing makes sure that its workers are well taught and aware of job safety in addition to equipping them with tools. This improves worker productivity and lowers the chance of accidents.</li> </ul>	<p>equipment management system must be determined by GB Manufacturing. The absence of this could mean that the project is not finished or that an inadequately solid solution is implemented.</p> <ul style="list-style-type: none"> <li>● Insufficiently capable of handling the expansion of the business, the manual management system in place at the company is outdated. This system's obsolescence leads to issues with device management accuracy and performance.</li> </ul>
<p style="text-align: center;"><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>● Dan Stantz planned to modernize the setup to better handle the expanding business. Opportunities to boost device management and performance now exist.</li> <li>● Enhancing the system might create avenues for GB Manufacturing to grow its clientele by offering equipment management services to other businesses or partners.</li> <li>● Upgrading GB Manufacturing's equipment management procedures can lead to better products and services, which will draw in a large number of new clients and open up new markets.</li> <li>● GB Manufacturing can make better informed financial and strategic decisions by having more precise cost and resource tracking thanks to the new system.</li> <li>● By refining its equipment management procedures, GB Manufacturing will reinforce its brand and reputation while showcasing its dedication to professionalism and high standards in all facets of its operations.</li> </ul>	<p style="text-align: center;"><b>Threats</b></p> <ul style="list-style-type: none"> <li>● Each year, more than \$50,000 worth of equipment is misplaced, taken, or destroyed. This results in financial losses as well as decreased output and customer satisfaction.</li> <li>● The current manual system has become inefficient and inadequate to handle the expansion of GB Manufacturing</li> <li>● Deficient tracking systems might result in equipment misuse or inefficient use, which can cause unnecessary damages and costs.</li> <li>● Using the equipment that needs to be transferred in the case of an employee leaving or being laid off can be challenging, particularly if information about equipment utilization is not properly maintained or updated.</li> </ul>

5. Create the company's organizational chart, if not provided, and describe the company's stakeholders

## GB Manufacturing Maintenance Department



- Bill Venkman (Director) is in charge of organizing the organization's daily operations, coming up with and carrying out strategic goals and plans, and making sure that every action produces the intended effects.
- Annie Melnitz (Administrative Assistant) is a multitasker who frequently arranges meetings, answers phones, handles letters, organizes documents, and helps with report and document production.
- Harold Spengler (Business Officer) is responsible for financial strategy implementation, budget management, financial data analysis, and financial planning in support of the business objectives of the organization.
- Rick Tully (Grounds Manager) is in the role of supervising environmental improvement projects, maintaining irrigation systems, pruning plants, and keeping environments clean, green, and safe.
- Dan Stantz (Equipment Manager) is tasked with organizing equipment maintenance and improvements and making sure that the machinery runs effectively, safely, and in accordance with legal requirements.
- Dana Weaver (Materials Warehouse Manager) controls and oversee inventory, arrange the import and export of commodities, oversee warehouse employees, and guarantee adherence to policies and guidelines concerning warehouse operations.
- Ernie Zeddmore (Zones Manager) is accountable for supervising and handling daily activities in a designated region within a firm or organization. He frequently collaborate with other departments to maintain efficiency and effectiveness.

- S.P.Marsh, Janine Peck, Oscar Barrett (Equip Depot Supervisor) manage warehouse employees and resources, and make sure that equipment loans and returns happen effectively and by rules.

6. From the end-user's perspective, describe the company's daily operations or decision-making tasks. If any system is being used in the company, describe how those systems support day-to-day operations or decision-making.

Every day, GB Manufacturing has to concentrate and care for a variety of facilities and machinery needed for upkeep and repairs to the facility and its environs. This includes supplying specialized tools and machinery for certain tasks, such as air compressors, generators, saws, and other machinery. Businesses deal with the loss, theft, or destruction of equipment valued at thousands of dollars every year. The organization now manages equipment inspections and equipment borrowing from the Equipment Warehouse through a manual approach. However, as the business grew and its inventory and personnel increased, this approach became less useful. As a result, a new system was needed to track devices and make it easier for staff members to locate and borrow them. With the new system, Equipment Warehouse employees will be able to track employee equipment borrowing, locate specific products, and verify equipment availability. With the technology, they will be able to better control inventory levels and reduce the likelihood of equipment damage or loss. The business is concerned with maintaining safety and providing employee training in addition to equipment management. To ensure everyone's safety, they wanted the new system to have the ability to impose restrictions when borrowing equipment. This would stop those lacking the requisite knowledge from utilizing equipment they are not familiar with.

7. Describe what problems, **from the end-users perspective**, are encountered by the end-users during the daily business operations.

The first issue is equipment loss, theft, or damage, which results in expensive equipment replacements on a regular basis and makes daily tasks more difficult. According to Dan Stantz, the annual cost of lost, stolen, or damaged equipment exceeds \$50,000, which results in higher levels of stress and lower productivity. After more than two decades of use, the manual system in place at the time was no longer effective and could not keep up with the company's expansion. Confusion and inefficiencies in management have resulted from the growth in the number of employees and equipment, which has also increased the workload associated with inspecting and returning equipment. He intended to put in place a new system that could track and manage gadgets

more closely in order to address this issue. Staff members at the equipment warehouse will be able to respond to inquiries about the location and status of equipment thanks to the new system, which will save them time and effort while searching for and managing equipment. Making sure that employees are safe is yet another crucial concern. Dan Stantz wants to make sure that employees who lack the necessary skill level cannot borrow equipment from other employees. This will prevent unintentional mishaps and injuries. To put it briefly, the implementation of a cutting-edge and functional equipment management system is an essential first step in resolving issues and streamlining a business's everyday operations.

8. Complete a mock system request form **from the end-users perspective**

<b>SYSTEMS REQUEST FORM</b>	
Date: 02/14/2024	
System enhancement: Equipment Check-In and Check-Out Project	Title: Equipment Management System Upgrade
Department: Equipment Management	Location: New York City
New system: X	E-mail: Dan.Stantz@gmail.com
<b>REQUEST FOR:</b>	<b>URGENCY:</b>
<input type="checkbox"/> Correction of system error	<input checked="" type="checkbox"/> Immediate attention required
<input checked="" type="checkbox"/> System enhancement	<input type="checkbox"/> Handle in normal priority sequence
<input type="checkbox"/> New system	<input type="checkbox"/> Defer until new system is developed
<p><b>DESCRIPTION OF REQUESTED SYSTEMS SERVICES:</b>  <i>(ATTACH ADDITIONAL DOCUMENTS AS NECESSARY)</i>            The company is requested that upgrading to the Equipment Supply Department's present equipment management system are necessary to track, monitor, and oversee the equipment borrowing process. The implementation of skill-level-based borrowing restrictions, efficient procedures for borrowing and returning equipment, and measures to reduce equipment loss, theft, and damage are some of the system enhancements required to address the difficulties faced.</p>	

<ul style="list-style-type: none"> <li>● Device availability and position must be tracked by the system in real time. This makes it easier for managers to keep track of when a device is borrowed or returned, optimizing device usage and preventing needless loss.</li> <li>● The system needs to be able to impose equipment borrowing restrictions according to each employee's competence level to guarantee worker safety. Specifically, lending out sophisticated and hazardous equipment to employees only who meet certain skill requirements.</li> <li>● Employees should be able to streamline the check-in procedure with the help of the system, which should include the ability to create forms or mobile applications to document details on the state and condition of equipment upon return.</li> <li>● The system has to be able to provide comprehensive reports on loss levels, equipment usage, and maintenance requirements. These reports give managers a greater understanding of the equipment's condition, enabling them to make wise management choices.</li> </ul>	
<p><i>(To be completed by the Information Technology Department)</i></p>	
<input type="checkbox"/> Approved	Assigned to IT contact person: User:  Urgency code (1 low to 5 high):
<input type="checkbox"/> Modified (see attached notes)	
<input type="checkbox"/> Rejected (see attached notes)	
Date:	Action: