

# Formica Group enhances production efficiency with Infor MES



## Overview

### Streamlining operations with Infor MES

Formica Group, recognized as the world's leading producer of high-pressure laminate (HPL), initiated a digital overhaul to boost its production efficiency and elevate customer satisfaction. Operating across 15 manufacturing locations in the USA, Canada, and Europe, the company faced issues in managing custom order processes and maintaining accuracy in real-time data.

The adoption of Infor MES allowed Formica to refine its operations, bolster inventory management, and achieve notable enhancements in both manufacturing efficiency and punctuality of deliveries.

#### Challenge



Managing complex make-to-order processes with manual systems.

#### Infor solution



Infor Manufacturing Execution Software (MES).

#### Outcome



Achieved over 90% on-time delivery targets through increased production efficiency and enhanced data accuracy, resulting in improved customer satisfaction.

## Challenge

### Manual systems hindered efficiency

Formica's manual systems led to inefficiencies and inaccuracies in WIP inventory.

The manufacturing process at Formica Group, which includes treatments, collation, pressing, and finishing stages, is tailored to customers' orders. With an extensive range of tens of thousands of High-Pressure Laminate (HPL) products, it's essential to keep an accurate record of Work in Progress (WIP) inventory. Previously, reliance on manual systems led to bottlenecks and errors, negatively impacting production efficiency and causing delays in customer deliveries. Consequently, Formica recognized the immediate need for a more efficient and accurate system to streamline its operations and ultimately improve customer satisfaction.



**“Infor MES is opening doors on opportunities for improvement projects which were unthinkable in the past when we had a manual system in place.”**

CHRIS DAVIES, EUROPEAN I.T. DIRECTOR

## Infor solution

### Empowering operations with Infor MES

Infor MES provided a comprehensive solution to streamline production processes.

Formica chose Infor MES for its powerful features and seamless integration with its current systems. The platform offers advanced scheduling, real-time inventory tracking, and an easy-to-use mobile interface. The new MES would go live at the same time as Formica's new ERP. The implementation began with an evaluation of feasibility,

followed by phased Infor MES deployment to 5 factories in just 12 months. The rapid transformation allowed Formica to enhance its production planning, monitor inventory with accuracy, and streamline data gathering, resulting in notable gains in operational efficiency.

**“The functionalities of Infor MES combined with Infor's ability to understand our business process and turn around a credible demonstration won our decision over.”**

CHRIS DAVIES, EUROPEAN I.T. DIRECTOR

**Outcome**

## Achieving operational excellence

Infor MES enabled Formica to streamline operations and improve production efficiency.



### Enhanced inventory management

Real-time inventory and WIP tracking combined with a user-friendly interface specifically designed for shop floor operators allowed accurate inventory data of semi-finished and finished goods to be sent to the ERP.



### Optimized production schedules

Advanced scheduling capabilities minimized downtime and improved production cycle times.



### Improved customer satisfaction

Achieved over 90% on-time delivery targets, significantly enhancing customer satisfaction and trust.

“The roll-out of the new ERP provided an opportunity for Formica Europe to find and adopt a single standard system to manage production, i.e. to get a manufacturing execution system (MES).”

CHRIS DAVIES, EUROPEAN I.T. DIRECTOR

## About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

[infor.com](https://www.infor.com)

**Discover how to unlock new levels of efficiency and customer satisfaction with Infor MES**

[LEARN MORE](#)