

We require documents like invoices, packing lists, delivery orders, export permits, customer specific documents to be attached with our shipments, together with a summary page for the various invoices. All this is for easy handling for our staff, easy collection for our forwarders, easy acceptance for our customers and also trouble free customs clearance for exports."

– Vijay Vasant Sapale, Assistant General Manager, ASEAN Sales RHQ, Strategic Logistics & Risk Management



A quantum leap in productivity: electronics giant boosts staff productivity with technology and improved document processes

About Murata Singapore

Murata Singapore was established in 1972 and was one of the first factories set up by Murata outside Japan to meet the demands of electronic components in South East Asia. With a staff strength of 1,260 and an annual turnover of S\$655 million, Murata Singapore is a leading provider of semiconductor solutions in the global market, built on a strong technological pedigree. Its parent company, Murata Manufacturing Co., Ltd, has operations in China, Korea, Malaysia, Philippines, Taiwan, Thailand and the USA.

As a forerunner in the manufacturing scene, Murata constantly seeks to innovate, increase value and bring about positive change for customers and staff alike.

Challenge

With an annual turnover of \$655 million, Murata produces and manages a tremendous

amount of documentation that goes with their deliveries. This includes invoices, packing lists, delivery orders and many other shipping documents. This amounts to 180,000 pages in a month or 8,000 pages a day.

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To produce, archive and manage such a huge number of documents and match them with the correct shipments, Murata had to ensure that document production is timely, accurate and reliable. Previously, Murata had a fleet of printers to handle this demand. However, they were slow, broke down often, delaying

delivery and resulting in high maintenance costs. This included purchasing costs from printer consumables like toners and other kits. In addition, much administrative effort had to be put in to purchase and manage these printer supplies.

Next, these documents had to be manually collected from different printers, collated and transported throughout their three-storey building as part of the workflow. Having only 2 or 3 collection windows in a day, it was very challenging to complete the job of processing the information, printing, sorting and distributing the documents within the 30 to 60 minutes window each time. Inevitably, this placed significant strain on staff and resulted in the risk of document mix up.

Furthermore, these documents had to be archived in an orderly manner to enable speedy search & retrieval when customers asked for them. This is especially important when Murata is committed to surpassing customer expectations as part of their company mission. However, a non-automated

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archival process meant that employees had to put in much effort to keep up with the physical filing of the huge volume of documents.

Solution

With such a high volume of documents to handle each day, upon which the timeliness of deliveries is dependent, it was crucial to implement a solution that streamlined the document process.

Fuji Xerox's proposed solution was selected to maximize machine availability and give staff productivity a lift.

The proposed solution is an end-to-end document management solution that helps improve inbound and outbound logistics operations, reducing turnaround time and automating labor-intensive tasks.

The solution included a new fleet of robust MFDs (Multi-Function Devices) with the capability to handle high-volume printing, scanning and document archival.

Most importantly, the MFDs were customized such that all related print jobs would be automatically collated and stapled.

Results

Having a smaller fleet of robust, high-volume MFDs allowed for speed and scalability during busy periods, without the fear of frequent device break-down. The comprehensive service support provided by Fuji Xerox's engineers further upheld the up-time of the MFDs.

Next, the new and highly automated archival and searching process for invoices also slashed time wasted searching for these documents manually. Having an electronic copy of documents also pre-empts information loss in disaster events.

Most critically, fully automating the collation and stapling of related jobs eliminated the need for the manual transportation and collation of the relevant documents. This sped up workflow and freed up employees to focus on other important tasks. Instead of 6 staff,

they currently have 3 staff manning the shipment section. Furthermore, the accuracy of document production and collation led to 40% savings in print costs.

In conclusion, the proposed solution created significant savings on printing, reduced document turnaround time and improved productivity.

With the same resolve to innovate, increase customer value and bring about positive change to all their stakeholders, Fuji Xerox and Murata Singapore's partnership has built a platform to better face the many uncertainties a volatile economy may bring.

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