



May 2008

## Why Technology Fails

We all know these technology acronyms like CRM (Customer Relationship Management), ERP (Enterprise Resource Planning), SCM (Supply Chain Management) and many more. Since we know all these things, then why do many technology projects fail and/or don't provide the anticipated return on investment? What is typically missed is the HUMAN FACTOR.

No matter how great the technology implementations are, it still requires PEOPLE to run the system. Most of these major technology projects give more emphasis on the technology than the people and hence are more likely to fail and/or underperform. I know what you are thinking...We provided customized training so the workforce would know how to use our product. However, systems that transform a company require much more than just training, but changing how the workforce actually works together. People can MAKE a system work or people can LET a system fail. Yes, the system NEEDS people and people can't be managed like things...they must be led, engaged and energized.

Now how do you engage your workforce (which is typically our largest ongoing costs) to MAKING your systems work. This is not a foreign concept, as many of today's leading corporations discovered many years ago, the key is creating an environment where employees are:

### 1. Valued

Employees are not only fairly compensated but also routinely solicited for their ideas regarding day-day business activities, growth opportunities and innovative concepts.

### 2. Empowered

This environment flourishes as a result of an "institutionalized" work system that actively recruits, hires and develops people who demonstrate superior people, technical and leadership skills. Workers are expected to make keys decisions at the lowest possible level and are accountable for results. They make production, quality and improvement decisions. Teams police each other and develop their own team and individual improvement strategies.

### 3. Educated

## In This Issue

Why Technology Fails...

xRP: Free 30 Day Trial

Manufacturing Statistics May 2008



By: Agent Technologies, Inc

## The future of Enterprise Resource Planning

- Customer Relationship Management
- To Do List Management
- Schedule Management
- Price Quote Management
- eCommerce System
- Knowledge Management

Coming Soon!

- Inventory Management
- Production Management

Workers are immersed in the continuous improvement philosophy from day one. They are provided "state of the business" information in a timely fashion both through their own initiative as well as through formal business discussions. They are provided the most current technology training and also given the necessary tools to allow them to effectively utilize this training.

#### 4. Stakeholders

Simply stated, team members execute the running of the day-day business as though they are the **primary owners**. Their philosophy is to always provide a product or service that is consumer focused and as consumers, they would be first to purchase.

Sounds so simple...but it's not. Some companies can't make this change because of the culture that has been setup within the company. There is a science to setting up these types of systems to support major systematic changes within an organization. The answer to the future of American Manufacturing and manufacturing in all developed countries is full utilization of each human resource due to the global pressures from lower cost workforces around the world.

For a practitioner's guide on transforming your workforce and implementing major technology initiatives within an organization, read the book - *The Consumer's Workshop: the future of American Manufacturing*.

**By Ben Moore & Clint Lewis**

Authors, *The Consumer's Workshop: the future of American Manufacturing*

## The Consumer's Workshop: the future of American manufacturing

The Consumer's Workshop: The Future of American Manufacturing is a hand book on how to setup the systems within your company and create the workforce you need to be successful now and in the future. Written by authors that have worked at some of America's largest manufacturers, founded their own manufacturing organizations and helped numerous small manufacturers grow.

The Consumer's Workshop: The Future of American Manufacturing is a must read for today's business leaders. It is insightful and provocative in its approach to where US manufacturing has been, how manufacturing got into the troubles it faces today and what we need to do to become the standard for world class once again. If we want to know how to regain that competitive edge once again, the roadmap is certainly the pages of

- Financial Systems Interface
- Intelligent Agents



### Manufacturing Statistics

1) Manufacturing Output dropped in March 2008 to an Index of 113.4 (2002=100) Source: Federal Reserve Board

2) Manufacturing Employment **lost** 46,000 jobs in April 2008 and a total of 326,000 jobs in the past 12 months Source: Bureau of Labor Statistics

3) Manufacturing Trade Deficit in March 2008 decreased \$3.5 billion, or 4.8 percent, to \$68.6 billion. Sources: Census Bureau, Bureau of Economic Analysis

4)Manufacturers' New Orders increased \$5.9

The Consumer Workshop.

-- Bruce Vaillancourt, Director, NIST MEP Program, TechSolve, Inc.

The Consumer's Workshop is an extremely timely review of how manufacturing strategy developed in the past and how it will change in the future. The author team clearly demonstrates that companies have to change -- and provide plenty of advise how such a change should take place."

-- Frank Piller, PhD, International Manufacturing Consultant

As the authors make clear, eventually American manufacturing will become the workshop for direct production of consumer's own designs -- or it will be no more. Begin that path by following the steps outlined here."

-- B. Joseph Pine II, author, Mass Customization: The New Frontier in Business Competition

Investment: \$12.99

<http://www.theconsumersworkshop.com>



billion, or 1.4%, in March 2008 to \$432.3 billion. Source: Census Bureau

5) Manufacturers' Inventories increased \$5.0 billion, or 0.9%, in March 2008 to \$544.3 billion. There has been an increase in 13 of the last 14 months. Source: Census Bureau

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Founded in 1995, Agent Technologies, Inc. provides e-Commerce Solutions, Business Reporting Solutions, e-Business Strategy Development and Agent Based Systems. We specialize in comprehensive eCommerce 4 Manufacturing (sm) Solutions through our manufacturing consultants and software applications.

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