

## Carolina Mattress Guild is Resting Easy with OSAS

Located in historic Thomasville, North Carolina, Carolina Mattress Guild has been manufacturing some of the most comfortable and durable mattresses in the country since 1991. Each of the company's quality mattresses is handcrafted in a technologically advanced facility in Thomasville, with craftsmen who combine the newest construction techniques with the highest quality components to create superb mattress sets.

Carolina Mattress Guild is proud to be the first major mattress producer to manufacture products that comply with the highest safety standards in the bedding industry—without compromising comfort and style.

The software that the company uses to run their business has been a key factor in their ability to comply with government standards, trace and tag raw materials, track product and orders, and more. They have been running OSAS from Open Systems, Inc. for more than a decade, but recent enhancements to the system have improved their processes across the board.

Carolina Mattress Guild receives their OSAS software, customizations and support from Response Computer Group of Milford, Delaware. In addition to a full suite of OSAS version 7.5 applications for payables, receivables, inventory, payroll and other core accounting functions, Carolina Mattress Guild uses Manufacturing and Beyond, a specialized manufacturing solution developed by Response Computer Group.

Manufacturing and Beyond is a complete manufacturing solution, designed with the bedding industry in mind. It starts with a configuration tool that allows mattress manufacturers to build a recipe and then explode the bill of materials into separate inventory items for each bed size. As customers order these items, the orders are added to a daily schedule which drives the production process. Bar-coded media is produced for each serialized piece to help track it through the operations on the manufacturing floor. Detailed information about the status of orders and individual items can be viewed at any time during the production process. On the manufacturing floor, a .NET-powered, browser-based solution provides clear instructions to employees as they scan each piece through the production operations. This full-screen graphical interface also enforces lot number collection and includes pictures, multilingual prompts, and a running total of the day's pay for piecework employees. Completed pieces are bagged and scanned onto trucks using this same web interface, and employees can be paid piecework rates for these operations as well. Once a truck is loaded, the process comes full-circle back to the billing department as orders are verified and paperwork is generated for the entire load in one combined process.

Operations Manager Phil Grigg points out that the bedding industry is quite unique in that it uses a very old payroll model. "You pay for what someone builds, and the quality of the piece is determined by the piece-rate worker," he says. "Very central to our setup is the fact that our employees have to be able to account for the pieces they make, they can't get paid for making pieces they didn't make, you don't want to penalize them by not properly accounting for the pieces they did make, and you *(con't)*

need to evaluate their productivity." Manufacturing and Beyond offers comprehensive piece-rate support to satisfy this requirement. "It really ties a nice tight, controlled structure around all of that."

Grigg elaborates on some of the additional functionality of Manufacturing and Beyond. "Every piece we use that is going to be scanned is serialized, and that ties into the traceability as well as the payroll, and allows us to set rates by job type or experience. It's very flexible and allows us to do whatever we need to do. It also ties back into the bill of materials module, which sits on top of the whole manufacturing control module. How a part is going to be manufactured is determined in the bill of material, not just from a listing of materials to be used as it's issued, but as a structure including payroll control and government tracing. It's all tied together."

The company has been using OSAS for twelve years, but a recent upgrade to the current version also gave them updates on the front end accounting side. "We started using drilldown features," says Grigg, referring to a powerful audit trail feature that allows users to view source transactions for General Ledger account balances and activity. "Also, the analysis capabilities help us understand the flow of expenses and things like that."

They also had some customizations done by Response that improved their inventory and manufacturing transactions. "We couldn't have done that with other systems that don't offer open source code. Response has really built a very powerful industry-specific solution that ties into all the standard accounting functions that OSAS provides."



*Phil Grigg  
Operations Manager  
Carolina Mattress Guild*