CATEGORY 3: ACADEMIC/ LEARNING

ENTRY 5 PROFICIENCY IN CRITICAL INQUIRY AND INSIGHTFUL EVALUATION

Background information: When I received the case study, I wasn't familiar with some of the concepts being used, such as CAD/CAM and CNC machines. To bridge this knowledge gap, I referred to **Panduit's PDF on CAD-Connect Labeling Software (2011)**. Educating myself and understanding my client's present conditions was essential to provide a reliable and trusted solution.

Action taken: I decided to start off my personal research regarding the client's present condition. I took some time and particularly dedicated myself getting familiarized with my client's present conditions, the technology they have been using etc. I discussed things with my team members as well and our discussion led us to make a fit-gap analysis.

Outcome: As a result of getting to know my client's problems in detail, me and my team were able to come up with a solution to provide an ERP system to AH Classics. Even before suggesting ERP system, I spent a significant amount of time researching and ruling out all the pros and cons of the same. Tailor-made solutions require thorough research. ERP system was best suited for our clients at AH Classics and all this was possible with me and my team's strong research base that we established in the initial days.

Learnings: I am certain that critical inquiry and analytical skills can really drive the course of problem-solving. Being a consultant, all the little details that we come across might come in handy to provide a better solution to our clients that seek our help**.**

Future Development: This module has taught me to be analytical while also putting my theoretical knowledge to use. I am determined to hone my research skills and be analytical for all my upcoming projects. To gain a deeper understanding of business research methodologies, I will refer to **Smith, M.E. et al's Management and Business Research (2021)**.

References:

Smith, M.E. et al. (2021) Management and business research, Google Books. Available at: https://books.google.co.uk/books?hl=en&lr=&id=IYskEAAAQBAJ&oi=fnd&pg=PP1&dq=business%2Bresearch&ots=n18MCD5z9F&sig=NVFih9zdKDbLmY9ktIUW1QMcens&redir_esc=y#v=onepage&q=business%20research&f=false (Accessed: 02 December 2024).

Panduit (2011) CAD-ConnectTM Labeling Software, Cad-connect-labeling-software. Available at: https://www.panduit.com/content/dam/panduit/en/website/support/tools-calculators/documents/cad-connect-labeling-software-product-bulletin-ww-idcb60.pdf (Accessed: 02 December 2024).

Evidences:

Concern

The company has only been using CAD/CAM for a few years. Before that, parts were produced manually by skilled fitters working from diagrams they drew themselves or that came from workshop manuals. Over the years, the company has amassed thousands of valuable manuals and diagrams that are irreplaceable. However, storage space is running out. A small space in the workshop that was being used as an office has already been filled. Harold is also concerned that the documents will deteriorate over time and that valuable information will be lost. It is also becoming harder to locate information quickly.

card file syst

Difficulty

Needs o remember for cost, contacts

Desire to view on phone laptop etc

In order to locate used parts or sell restored cars, Harold maintains a list of contacts using a card file system. The system holds the details of thousands of classic car enthusiasts and professional dealers. Harold relies on memory to recall who specialises in certain parts or cars and uses the card file system to find any necessary contact details. Whenever a fitter needs a part, he will ask Harold to locate one or to provide a CAD/CAM design so that one can be created. This process relies on Harold having time to respond to requests, remembering which contacts might hold a given part and knowing whether it is cheaper to buy or produce the needed item. Costly mistakes often happen and Harold would like a much more efficient way of doing things that doesn't rely so heavily on him. He is also keen to explore the possibility of viewing information via his phone, tablet or laptop. This would be very useful when he attends conventions, car shows and auctions.

Harold also believes that his list of contacts isn't being made full use of. He can see opportunities to extend the business but doesn't know how best to do this. Some of his ideas include:

- Making parts to order for other enthusiasts or dealers
- Buying/selling the company's cars
- Buying/selling cars for other enthusiasts or dealers

Concern from Accountant

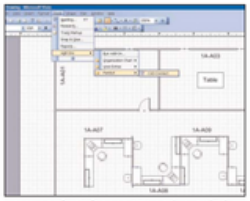
Her recommendation

The need to extend the company's activities has also been highlighted by the company's accountant. She has expressed the concern that profits have been falling steadily over the past few years, partly because of greater competition and partly because the company's main markets have been shrinking. She recommends that the company tries to reach new markets as quickly as possible. She also believes that offering better services will help to retain existing customers and gain new business. Allowing customers to monitor the restoration process online, for instance, is something that competitors routinely offer their clients. Harold has some ideas too. One thing he would like to do is create alliances with other car restorers so that they can work on collaborative projects. AH Classics might refurbish the body of a car, for instance, and a partner might provide a working engine. However, these kinds of projects would be very complex and would need to be managed carefully. At present, Harold is unsure of how best to make his idea a reality.

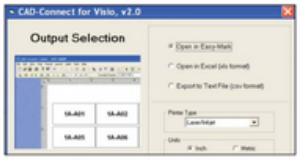
Concern

Another issue for the company concerns the reliability of the PC located in the workshop that is used to store CAD diagrams and control the machines used to manufacture parts. The workshop environment is so hostile that the computer seldom goes more than a month or so before breaking down. The machine has been replaced completely three times in the past two years. When the PC breaks down, it can take several days to repair or replace it. The company also loses data occasionally, including new CAD designs created since the last backup. At present, backups are made every 2-3 months by the same local computer

Print Labels Directly from CAD in minutes!



Launch CAD-Connect™ tool from within the Visio^ software



Choose the output method for the selected identifiers

Select and organize identifiers

Select the label format

^Visio, WINDOWS, and EXCEL are registered trademarks of Microsoft Corporation in the United States and/or other countries.