



„Calculation, Engineering and Production have fast insight into extensive quotations“

Wim Boerma, Product Manager Damen High Speed Craft

## In the time before Sofon, we worked with quotations of varying lengths

The Damen Shipyards Group consists of some 35 subsidiary companies in and outside the Netherlands with a total revenue of 1.3 billion euro. Damen Shipyards Gorinchem designs and builds a wide range of ships: from relatively small tug boats and working boats to large seagoing working ships. Sofon is in use at the High Speed Craft department. As the name suggests, speed is of the essence here. Think of patrol boats, customs boats and fast vessels for the offshore industry of up to about sixty meters.

### WHAT WAS THE SITUATION LIKE BEFORE SOFON?

“At our branch in Gorinchem, we work on customer requests for our sales people until we have a complete quotation, including specifications, price and delivery time. Before Sofon was in use, we had a standard quotation for each ship. A copy of this, or of a comparable quotation, became the basis for a new quotation. That led to errors. Maintenance was also a big problem. If pump A was no longer in use, but was being replaced by pump B, we had to adjust this manually for every quotation. You could give someone the job of keeping quotations up-to-date all day, or you would end up with old and therefore faulty documents.”

### WHAT IS THE SITUATION LIKE WITH SOFON?

“At the moment, 80% of our products are in Sofon. This has made the maintenance of product information simpler. If pump A is replaced by pump B, you only need to change the information once. The change is then immediately made in all relevant documents. We have also improved the definition of the standard. Previously, the first customer would define the arrangements on a ship much more than he currently would. Now we can advise a customer on these arrangements. In this way, we can also include a new ship to our line sooner.”



“...Now we work with Sofon, extensive quotations are just as quickly produced as shorter ones...”

#### WHAT ELSE HAS BEEN ACHIEVED?

“In the time before Sofon, we worked with quotations of varying lengths. If a customer spontaneously requested information, a short version would do. If more details were needed, you could produce the longer version in Word. With a shorter quotation you were of course finished faster and you ran a smaller risk of errors. Now we work with Sofon, extensive quotations are just as quickly produced as shorter ones. The quotations are far more conveniently arranged and error-free too. We really no longer have a reason to prefer a shorter quotation. Except of course if the customer prefers one over the other.”

#### WHICH SOFON APPLICATION ARE YOU ESPECIALLY HAPPY WITH?

“If a Project Engineer has completed his work in Sofon, I automatically receive an email with a management report. In this report, I can find all diversions from the standard. This so-called ‘change list’ makes it very easy for me to oversee a project; this often concerns ships costing millions of euros. In this way, I no longer have to read quotations of hundreds of pages in detail. We also use the change list to make improvements in the standard. Producing a calculation is easier and faster too based on this change list. The same goes for information disseminated to the departments of Engineering and Production. In the future, we want to apply Sofon for the generation of other documents. Preferably at the other Damen Shipyards product groups too.”

#### RESULTS

- Product information is easier to maintain
- Improved definition of standard
- Advising customers is simpler
- Quotations of varying lengths can be produced in an equal length of time
- Quotations are well-arranged and error-free
- Projects can be quickly overseen using ‘change list’

