



# B&L NEWS

ENTERPRISE RESOURCE PLANNING FOR METALCASTERS

OCTOBER, 2017 VOL. 27 NO. 3

## IN THIS ISSUE

1

**Why Matters**

2

**Security Help**

3

**From the B&L Staff**

4

**Spectrum 2017**

**Editor:**  
Alexandria Trusov

**Phone:**  
269.465.6207

**Website:**  
[www.BLInfo.com](http://www.BLInfo.com)



**Shelly Dutler**  
Director of Education, AFS

## Spectrum 2017 Take-away

During Spectrum 2017, Shelly Dutler, Director of Education at the American Foundry Society presented a class, Identifying the Casting Defect, on utilizing the "Technique of the 5 Whys" for root cause identification. The technique allows you to get past the symptoms of a problem, and find its root causes. Deeper questioning ensures examination of the problem, finding the root cause and taking action.

The principle of the 5 Whys is very simple – ask "Why?" 5 times. This peels away the layers to get at the root cause, rather than the convenient answer. The first response usually addresses the obvious aspects of a problem or situation. When repeated, "why" prompts us to think more deeply about the real why of how something may have happened.

This consistent, systematic can be used in situations as diverse as casting defects or car problems. Asking questions ensures that you are interpreting your data correctly. And a great question to start with is "Why?".

*Shelly's presentation was made possible by the support of the AFS's Women in Metalcasting group. For more information on the group, contact Katie Matticks at the AFS. (KMatticks@afsinc.org)*

## New Odyssey Customers:

Whether challenged with legacy systems or new ownership, for these 5 new Odyssey family members, the clear choice was industry leading Odyssey:

**Dalton Corporation**  
(Warsaw, IN)

**Faircast, Inc.**  
(Fairfield, IA)

**Liberty Casting Company**  
(Delaware, OH)

**Oil City Iron Works**  
(Corsicana, TX)

**Quality Electric Steel Castings**  
(Houston, TX)

**State Line Foundries, Inc.**  
(Roscoe, IL)

They will each be taking advantage of the current technology and built-in industry focused capabilities to make better decisions... faster.



### Crystal Reports Class November 7-8, 2017

In this class you will learn how to use Crystal Reports and how to navigate the Odyssey Database. During this day and a half class, you will: create basic reports using data from Odyssey; modify existing Odyssey reports to create new Odyssey reports; navigate and understand the Odyssey database structure.



### Odyssey Boot Camp November 9-10, 2017

This class is ideal for new staff or for those who might like a refresher on Odyssey business processes. Over the course of two days, B&L staff will be demonstrating methods used to enter data in Odyssey and assisting students with company specific questions, as well as providing a high-level overview of the integration of the entire Odyssey software system.

[www.BLInfo.com/BLClasses](http://www.BLInfo.com/BLClasses)

## Cybersecurity Requirements Impacting Businesses

*Exclusive Article by the Michigan Manufacturing Technology Center Staff*

The risks are enormous and potentially devastating. According to IBM, small and mid-sized businesses are hit by cyber-attacks about 4,000 times a day. As a result of increased concerns about cyber-attacks, businesses with contracts with the Department of Defense (DoD) must be compliant with defined cybersecurity requirements no later than December 31, 2017.

These standards apply to companies handling "Controlled Unclassified Information," or CUI. This data can be considered government-proprietary, information the government wants held secure. The National Institute of Standards and Technology (NIST) has issued "Special Publication 800-171" that includes 14 categories of security related to CUI:

- Access Control
- Awareness & Training
- Audit & Accountability
- Configuration Management
- Identification & Authentication
- Incident Response
- Maintenance
- Media Protection
- Personnel Security
- Physical Protection
- Risk Assessment
- Security Assessment
- System & Communications Protection
- Systems & Information Integrity

In each of these 14 areas, there are specific security requirements that contractors **MUST** implement by year's end.

To assist manufacturers, the Michigan Manufacturing Technology Center (The Center) has developed a four-step process for evaluating compliance, remediating to meet the requirements and ongoing monitoring. The Center is a NIST affiliate as part of the Manufacturing Extension Partnership (MEP) program and is very familiar with the requirements; The Center has assembled a team of cybersecurity experts to offer a comprehensive process.

This cybersecurity practice area adds to The Center's in-depth consulting services for clients, including: Growth Services, Operational Excellence (including Quality Systems, Lean and Six Sigma), Leadership Development, Skill Development, Accelerating Technology, and Research Services. To learn more, visit [the-center.org](http://the-center.org) or call 888-414-6682.

*Note from B&L: For manufacturing businesses not located in Michigan, if you do not have contact with your state's MEP center, the Michigan Manufacturing Technology Center can put you in touch with them or refer you to a national cybersecurity partner.*



### Interested in more cybersecurity tips?

Check out the July 2017 *Foundry Management & Technology* article by B&L's Joe Harmon (VP – Technology & Support) for some practical tips.

<http://www.foundrymag.com/simulationit/step-step-guide-cyber-security>



## Out & About

If you didn't catch our staff at an industry event in the last few months (INCMA golf outing, AFS Executive Conference, 2017 Die Casting Congress & Tabletop, 2017 NFFS Industry Executive Conference, etc), you can often find them on-site at a customer facility.

Here are Frank Roorda (Professional Services) as he visited near Houston at new customer, Quality Electric Steel Castings and Phil Laney (CEO) visiting Stahl Specialty Company. These are just a few of the images we've captured as our Professional Services team has gone on-site with the 22 (and counting!) Phase One and Phase Two implementations of Odyssey this year. If you see B&L staff – smile! We might catch you on camera, too!



Jared Radke, Phil Laney, Peter Taylor



Frank Roorda

## Time to Upgrade to Odyssey Web UI

If you are a Windows Odyssey user, our Support team has a few reasons for your company to make the switch to Web UI...



Taylor says, "Customization allows for efficiency in daily tasks. And dashboards\* are awesome!"

*\*Taylor taught a class on dashboards and customization earlier this year. Look for Taylor to teach another class – or two – on Dashboards in 2018.*



Jamie says, "There are additional functionality and features – like User Connections\* – available in Web UI that you won't find in Windows UI."

*\*Jamie may be partial to User Connections as she created the Rapid Support document about them for the Web UI. The B&L Customer Service Desk has created over 700 Rapid Support documents to help customers with FAQs, how-to's on seldom done tasks, and step-by-step instructions to help the self-learner.*

## How serious is the B&L Technology & Support team about the Web UI being the best Odyssey version yet?



While they don't come in dressed this way every day, they did October 31st, 2016.



**B&L Information Systems, Inc.**  
4707 Rambo Rd.  
Bridgman, MI 49106-9723

Phone: 269.465.6207  
[www.BLInfo.com](http://www.BLInfo.com)

September closed out on Spectrum 2017. Thank you to everyone who made Spectrum 2017 a success!

# Spectrum 2017

Thank you to our Spectrum sponsors: Danly Consulting Services, Radley Corporation, and 824 Consulting.

We hope to see YOU at Spectrum 2018!



We appreciate Terry Clark of Pace Industries doing the keynote on Organizational Change Management. We had a great time in Tucson and thank the many Odyssey users who attended. We hope you took away new information you can start using when you get home.



A big thank you to our other industry presenters who helped make Spectrum an industry must-attend, *from left*: Shelly Dutler (AFS), Jason Robitaille (Fonderie Poitras), AJ Menefee (Eagle Precision Cast Parts), Megan Sokolowski (Maynard Steel Castings Company), and Larry Kramer (Smith Foundry Co.).

