

Order/Production Process Overview

Most house package orders contain a variety of complexities that require more time than normal before the order is ready to be placed into the production cycle.

Phase One- Confirmed Order:

- If the order is not "clean" (e.g. missing drawings, approvals, etc...) this will add days or weeks before it can proceed.
- Once the dealer signs a "clean" order, Snapshot assigns a target ship date based on the production flow at that time.

Phase Two- Accounting:

- Takes about 48 hours to process. Any delays by the dealer push it back to Sales for an adjusted ship date. The ACTUAL "order date" is after Accounting accepts the order.

Phase Three- Work Orders:

- Production paperwork is generated after all items are verified.
- Questionable items are kicked back to Sales for dealer involvement. If changes take more than 24 hours it is pushed back to Sales for an adjusted ship date.
- Snapshot populates fabrication paperwork and component purchase orders.

Phase Four- Purchasing

- Each order requires certain components that must be purchased from a vendor (glass, sill pans, custom hardware...)
- If custom finish metal was ordered each extrusion is collected from the mill finish inventory and bundled for shipment to the applicator.
 - Whether anodizing or painting, each extrusion is hand inspected and placed onto a rack for application of the finish.

Phase Five- Staging

- Purchased materials are received and are subject to QC inspection.
 - Custom finish metal is visually inspected and QC performs a series of tests:
 - Adhesion, Hardness, Thickness and Seal Integrity.
 - QC rejections require new material to be ordered which might impact the ship date.
 - Glass is only inspected for size and quantity upon receipt (see footnote).
- Materials are staged until Production calls them to be delivered to each department.

Phase Six- Production:

- Fleetwood has leaned its process to a point where orders are typically not in fabrication until 5-8 days before the target ship date.
 - Metal is cut to the paperwork specifications and the appropriate fabrication is performed.
 - Glass is placed on glazing tables and cleaned for QC inspection and ¹final glazing.
 - Products are packaged for shipment.

¹ The factory receives approximately 500 pieces of glass daily. Less than 5% of all glass is rejected and therefore critical inspection takes place on the line. Replacement glass takes two weeks and rejected glass may not effect the ship date.

Reducing Potential Delays

Less than 2% of scheduled orders are delayed. In time critical projects the factory recommends:

1. Dealers add two weeks (stock finish) and four weeks (custom finish) to the **ACTUAL** order date.
2. Orders should be split **BEFORE ORDERED** if particular items will delay the whole order.
Items such as Sub Sillpans, Special Geometry, Bent glass... should be on a separate order.
3. Brake metal (sill pans, pocket closers...) should be ordered in the optional black paint.
4. Use stucco ground (stock finish) and order block frames so the building skin can be applied.