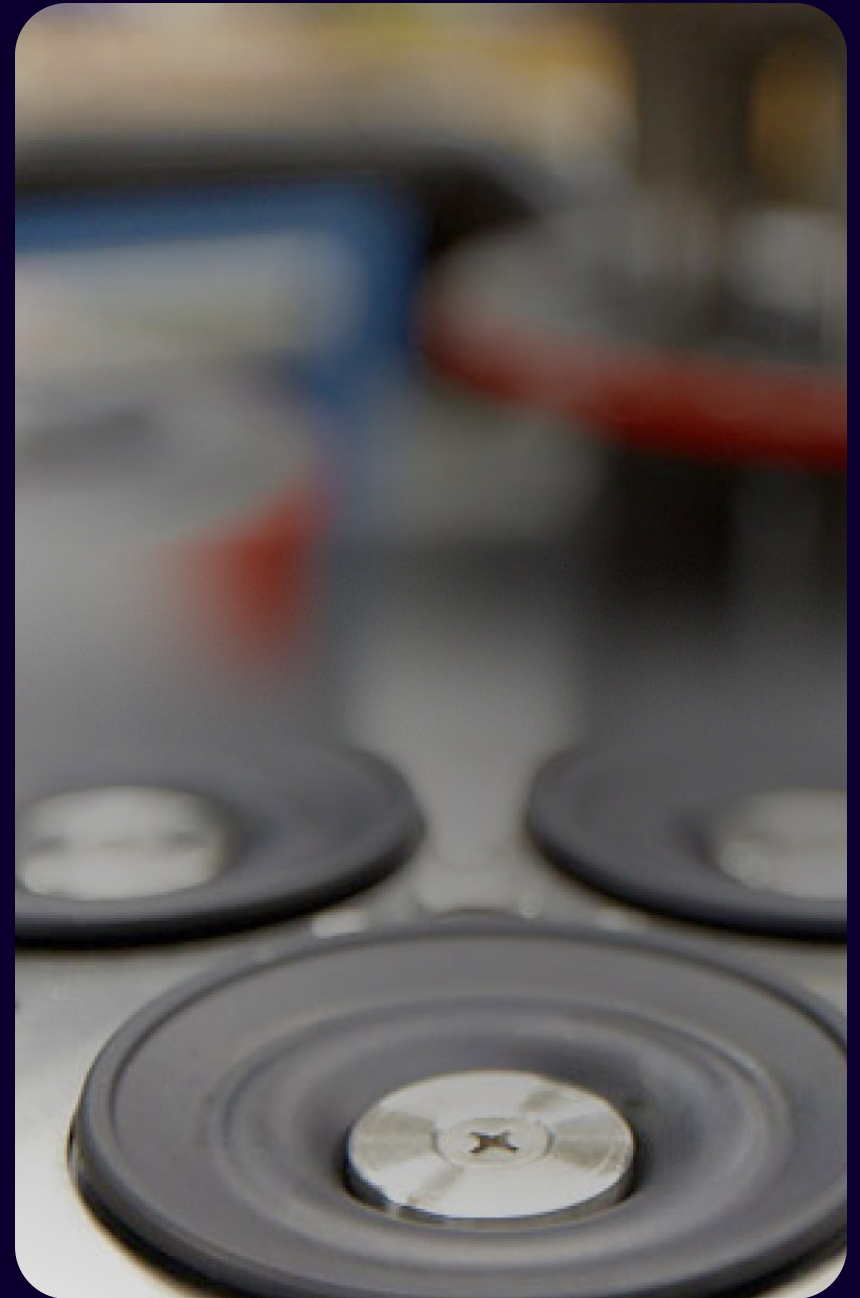


How Wanner Engineering Improved Supplier Visibility and Reached 91.7% OTD

| [CASE STUDY] |



KEY RESULTS

91.7%

Supplier On-Time Delivery

100%

Strategic Supplier Adoption

73%

Supplier Acknowledgment Rate

“We had feelings, not facts before. Now we have the visibility we need to prevent stockouts and production delays. The whole company has seen the benefit.”

CHRIS NELSON • DIRECTOR OF SUPPLY CHAIN, WANNER ENGINEERING

The Customer

Wanner Engineering designs and manufactures seal-less pump technologies for demanding industrial equipment and process applications. Founded in 1972 and headquartered in Minneapolis, the company serves customers around the world through global business units and a distributor network spanning 70 countries.

Keeping production on schedule depends on accurate supplier commitments flowing into Wanner's Infor CloudSuite Industrial (SyteLine) ERP. But as purchasing activity and supplier complexity grew, maintaining that accuracy became increasingly difficult.

Supplier confirmations and purchase order changes were spread across emails and phone calls. Buyers spent significant time chasing updates, running exception reports, and trying to keep SyteLine aligned with what suppliers were actually committing to deliver.



The Challenge

Wanner's planning process depended on reliable supplier data, but supplier communication was fragmented and difficult to track. Buyers relied on multiple weekly reports to identify move-ins, move-outs, projected late orders, and potential shortages while also monitoring email and phone conversations for changes.

When supplier commitments changed without being reflected quickly in SyteLine, planning data could fall out of sync with reality. That made projected shortages harder to identify and left buyers with less time to prevent stockouts or line-down situations.

Supplier performance presented another challenge. Wanner had no standardized way to evaluate which suppliers consistently responded, met delivery commitments, or required improvement. As Director of Supply Chain Chris Nelson described it, the organization had “feelings, not facts.”

The result was a highly reactive process that required significant buyer attention and made it difficult for leadership to objectively manage supplier performance.

Without a centralized supplier collaboration process, several problems reinforced one another:

Supplier commitments and ERP data could drift apart, reducing confidence in production planning, MRP outputs, and making shortages harder to anticipate.

Critical exceptions could surface too late, increasing the risk of stockouts, production delays, and line-down emergencies.

Buyers were overloaded with transactional follow-up, spending time reviewing multiple reports, chasing confirmations, and reconciling supplier changes across emails and phone calls.

Supplier performance was difficult to measure, leaving leadership without consistent data for performance targets, supplier reviews, or sourcing decisions.

Supplier communication lacked a standardized process, making collaboration harder to scale across the strategic supply base.

Wanner needed a way to improve the reliability of supplier data without simply adding more reports, manual follow-up, or buyer workload.

The Solution

Wanner Engineering implemented SourceDay to centralize supplier collaboration and improve the quality of purchasing data flowing into Infor CloudSuite Industrial.

Instead of managing confirmations and changes through disconnected emails, phone calls, and reports, buyers gained a shared workflow for supplier acknowledgments, purchase order changes, and exceptions.

Suppliers now have a consistent way to communicate commitments, while buyers gain a current view of which orders require attention. This allows the team to spend less time searching for changes and more time acting on the exceptions most likely to affect production.

The rollout moved quickly. Within four months of going live, Wanner had activated 100% of strategic suppliers (~200) and managed 3,110 purchase order changes through SourceDay.

Supplier acknowledgments and PO changes moved into a centralized workflow, giving buyers greater visibility into current supplier commitments.

More reliable supplier updates flow into SyteLine, improving the information Wanner uses to identify projected shortages and plan production.

Buyers shifted toward exception-based management, using an 80/20 approach to focus on the issues most likely to disrupt production.

Vendor scorecards introduced objective supplier metrics, allowing leadership to evaluate response, acknowledgment, and delivery performance using consistent data.

Supplier onboarding exceeded expectations, with adoption proving smoother than anticipated. One supplier that initially resisted the new process ultimately became one of its strongest supporters.

With collaboration, exceptions, and supplier performance visible in one process, Wanner began moving from reactive follow-up toward proactive supply management.

The Results

Within four months of implementation, Wanner Engineering gained greater visibility and control across its strategic supply base.

91.7%

supplier on-time delivery, giving Wanner a consistent measure of supplier execution and a stronger foundation for accountability.

82%

buyer response rate, reflecting a more structured process for reviewing supplier activity and acting on purchase order exceptions.

73%

supplier acknowledgment rate, giving buyers greater visibility into current commitments and the orders requiring follow-up.

100% of strategic 3rd party suppliers activated, without extra effort from procurement or IT. SourceDay's expert team did the onboarding and training to drive adoption.

Supplier performance became measurable for the first time, giving leadership objective data for supplier reviews, performance targets, sourcing decisions, and future ISO reporting requirements.

Exception management became more focused, helping buyers identify potential shortages earlier and prioritize the issues most likely to cause production disruption.

Planning confidence improved, as more reliable supplier commitments gave teams a clearer picture of which orders required intervention.

Rather than relying on anecdotal supplier feedback and disconnected reports, Wanner now has the visibility to manage supplier performance and production risk proactively.

The Takeaway

By centralizing supplier collaboration and connecting more reliable commitment data directly to its ERP process, Wanner Engineering transformed supplier management from a reactive exercise into a more visible, measurable operation.

Buyers can now focus on the exceptions that matter most instead of searching across reports, emails, and phone calls for changes. Leadership has objective supplier performance data to support accountability and sourcing decisions, while more reliable commitments in SyteLine help the business identify potential shortages earlier and plan with greater confidence.

KEY TAKEAWAY

Within just four months, Wanner reached 91.7% supplier on-time delivery, an 82% buyer response rate, and a 73% supplier acknowledgment rate—while establishing a scalable foundation for stronger supplier performance management across the organization.