Progressive Manufacturing Awards 2009 Nomination Form

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Please answer all of the questions as completely as possible in order to give Judges a full understanding of your project. Progressive Manufacturing Awards Judges will base their decisions on the completeness of information on the nomination forms, particularly information pertaining to ROI and business impact of the project. On line submissions are preferred. If you must print and fax this form, please fax to 212-629-1559. Address to MA Marketing, and indicate on the cover letter the number of pages. Answers to all questions are required.

Please note: Nominations must be written and approved by the manufacturing company who completed the project for which they are submitted. Progressive Manufacturing Award winners will be contacted by Managing Automation editors.

Thank you for your interest and participation in the Progressive Manufacturing Awards program.

PART ONE: Company and Initiative/Project Information

1. Full Company name:
Nordson Corporation

Headquarters Address: (Street, City, State, Zip Code)
Headquarters: 28601 Clemens Road, Westlake, Ohio 44145.

2. Is Your Company Public or Privately Held?
Public Company.

3. Size of Company/Division: (annual sales and number of employees)
Worldwide sales of $1.1 billion; 4,100 employees worldwide.

4. Industry: (Describe the business category or segment (s) in which your company does business.)
Nordson products are used around the world in the appliance, automotive, bookbinding, construction, container, converting, electronics, food and beverage, furniture, medical, metal finishing, nonwovens, packaging, semiconductor, life sciences and other diverse industries.

5. Products Made: (What does your company manufacture? What are the main lines or products made?)
Nordson Corporation is one of the world's leading producers of precision dispensing equipment that applies adhesives, sealants and coatings to a broad range of consumer and industrial products during manufacturing operations. The company also manufactures equipment used in the testing and inspection of electronic components as well as technology-based systems used for curing and surface treatment processes.

6. What is the Business/Technology Initiative/Project You Are Submitting for the MA Progressive Manufacturing Award:
(State the full initiative/project name and a short description of the project itself.)
Project Name: Ecommerce Solution for SAP
The project was initiated to provide global customers with the ability to place orders in

real time and check order status electronically via the World Wide Web.

7. Initiative/Project Objective: (What was the rationale for the initiative/project? What were its goals and objectives? What did you hope to achieve?):
Since many customers exist globally, we needed to provide a more timely way for customers to place and track orders. Much initial success was achieved by an older ecommerce system for domestic users only. When discussing how to fulfill this need globally, Software as a Service models were explored. Using this model we were able to significantly reduce internal resource time, time to market and development costs.

The goal for the project was to provide a common, company-wide ecommerce presence using a single division as a trial. The trial was a great success and will now be expanded to other divisions.

8. Initiative/Project Scope: (Which operations, processes, partners, and customers were affected, and how were they affected?):
Initially we targeted our value added partners and distributors globally to switch over to an ecommerce platform. This gave us a quick improvement in resource needs in our order management processes. It also improved the information and communication to these global partners, allowing real-time availability and delivery information in their time zone.

We quickly moved to phase two of the project and invited our customers to use the ecommerce platform. This gave us additional benefits of reduced resource requirements in order entry while offering the same benefit to our customers allowing them a "one piece flow" in the ordering process. They now prepare their order and upload it to us via our ecommerce platform. This has greatly reduced the number touches that an order requires on both sides (ours and the customers). Our customers also have enjoyed the real-time availability and delivery information that our partners had previously noted. This is a key requirement in a global economy.

9. Initiative/Project Background: (Describe the competitive trends in your industry and your company's competitive position prior to the project.)
Prior to launching ecommerce, our global customers in areas such as Asia were being supported by order management located in the United States. Much of the communication regarding an order was via email due to the time differences and confirmations and answers to questions were delayed by as much as 48 hours.

Competitively, a global company should have a global real-time option. This is what ecommerce offered us. We were able to accomplish this real-time option for our customers without scale-up of resources in other locations globally. This puts us ahead of our competition and does so with an extremely low cost of ownership.

10. Initiative/Project Technologies Employed: (What technologies were used to support this project? In each applicable category
below, identify product and vendor.)
Design/Development:
(CAD, CAE, Product Lifecycle Management (PLM),
Product Data Management (PDM)
B2B2dot0 Saas (Software as a Service) Ecommerce application

Enterprise Applications Software:
(Enterprise Resource Planning (ERP) system, Supply Chain Management
(SCM) system, Customer Relationship Management (CRM) system.)
SAP ERP for Order Management

Networking/Communications Technologies:
(Industrial Network, Wireless Network)
VPN connection from SaaS vendor (B2B2dot0) to locally hosted SAP ERP system.

Computer Hardware Platform:
(Computer hardware system, operating system, database management system.)
No hardware or software was required because we utilize b2b2dot0's SaaS platform.

Control/Automation System:
(Programmable Logic Controller (PLC), Distributed Control System (DCS), control architecture.)
N/A

11. Initiative/Project Timeline: (When was this project undertaken and completed?)
Project kickoff was July 2008; Project completed September 2008.

12. Achievements: (What key business processes were improved? How were they improved?)
Order management, production planning, distribution and customer service were all improved due to "single flow processing" and real –time information without the lag of "time zone" issues.

13. Return on Investment: (What was the cost of the project in terms of financial and other resources? What specific hard and soft benefits did your company realize from the project? Where possible, provide information on financial returns. Also provide metrics on specific process improvements.)
From a resource perspective, within the first 90 days of launching the ecommerce website we have been able to free up 2 + full time equivalent order entry employees. . Because of the b2b2dot0 SaaS model, low up front investment and monthly service fees, this immediately put our return on investment in the black.

In addition to this, we also have realized process improvements with less non value added functions being handled now via ecommerce as opposed to being handled by customer service or our distribution employees. An example of this is that previously customers would call into our facility to get package tracking information or an additional copy of an order document emailed to them. This is now handled by the customer "self-servicing" and pulling this info via a link on their ecommerce account. As we continue to convert more customers over to this platform, we expect that our savings in resource cost will increase exponentially.

PART TWO: Progressive Manufacturing Award Categories

For Which Disciplines Are You Submitting?
You may choose to enter this project in one category or multiple categories. If your nomination is accepted in multiple categories, it will automatically be considered for the Progressive Manufacturer of the Year award as well as the Progressive Manufacturing 100 Award. □□

Please select both the category that you would like your project to be considered in and the sub-category that best describes your project. □□

If your project reflects your mastery of multiple disciplines, you may select more than one category. In each category you may select only one sub-category.

Projects that show a strong master of more than one category will be considered for the Progressive Manufacture of the Year award.

Business Model Mastery
- ○ Model Replacement
- ○ Model Addition
- ○ Model Overhaul
- ○ Other

Customer Mastery
- ○ Order Management
- ○ Service & Support
- ○ CRM Deployment
- ○ Other

Operational Excellence
- ○ Continuous Improvement
- ○ Wireless Networking
- ○ Automation Platforms
- ○ Other

Data & Integration Mastery
- ○ Enterprise Intelligence
- ○ Enterprise Integration
- ○ Enterprise Applications
- ○ Other

Education & Training Mastery
- ○ Corporate Training Initiative
- ○ Professional Development
- ○ Advocacy and Awareness
- ○ Other

Innovation Mastery
- ○ Product Lifecycle Management Deployment
- ○ Digital Factory
- ○ Breakthrough Product
- ○ Other

Leadership Mastery
- ○ Leadership Development Program
- ○ Sustainability Leadership
- ○ Industry Leadership
- ○ Other

Supply Network Mastery
- ○ Demand planning
- ○ Sourcing
- ○ Supply Chain Execution
- ○ Other