Shop Operators Share their Best Tips on Running an
Additive Manufacturing Environment

How a shop operator uses GrabCAD Shop to manage work orders for Team Penske.

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Overview

GrabCAD Shop is a work order management software for additive manufacturing environments. This Stratasys software simplifies the 3D printing shop workflow for engineers, designers and especially: shop operators.

GrabCAD Shop has been proven to reduce the time wasted trying to keep track of 3D print requests by at least 15%.

In this brochure, we'll review real-life scenarios on how GrabCAD Shop has helped Allen Kreemer, who manages work orders for Team Penske. In addition, Allen will share his best tips for running an additive manufacturing environment using GrabCAD Shop.

Racing to Fulfill Work Orders for Team Penske

Allen Kreemer is a Senior Strategic Application Engineer at Stratasys. Allen has over 15 years experience working with a wide variety of 3D printing technologies and platforms, and over 20 years of experience in the automotive industry in various capacities.

As a Sr. Strategic Applications Engineer for Stratasys, Allen uses his 20 years of experience in the auto industry to help clients assess their opportunities for improvement, and manage the development of applications specific to them.

Allen handles all the performance partners, including Team Penske – which is how he introduced the team to GrabCAD Shop.

Workflow Before GrabCAD Shop

Before using GrabCAD Shop, Allen managed 13 partner accounts via email and text messages; ranging from one to six work orders per week.

This resulted in a lot of back and forth communication on:

- Which machines were available?

- What materials would be best for a project?

- What quantity of parts will be delivered on a specific day?

"Trying to keep a running list of whose part is being packaged and shipped between email and text message for 13 partners, I realized…Enough is enough," Allen explains. "We need to use GrabCAD Shop."

Today's Workflow with GrabCAD Shop

Since using GrabCAD Shop, the process for requesting and tracking 3D printed pars is more streamlined. One of the biggest differences is the noticeable benefits for Allen, the shop operator.

"Their shop shows up in my main dashboard view – a single view to see all my shops," Allen explains.

In the Dashboard View, shop operators get a detailed overview of all of the work orders received, status of jobs, due dates and which printer operator is working on them.

In addition, shop operators can also:

- Receive email notifications for updates made to a work order.

- Review comments and project history directly in a work order.

- Attach any file type to the work order so all necessary documents are included.

"Now I receive fewer calls, texts, emails from the partners since all the information is in one location," Allen adds.

Benefits for the Customer

GrabCAD Shop doesn't just provide benefits for the shop operator. In fact, Allen found that by using GrabCAD Shop, the customer had a better experience:

• GrabCAD Shop reduced part mistakes since all details and documentation were included in the work order.
• Work orders were completed on schedule.
• Communication between the customer and operator greatly improved.

"If things do go wrong, like a part is damaged during post-processing, it's easy to notify the customer immediately by modifying the delivery date," Allen explains.

The biggest benefit, however, was that GrabCAD Shop helped Team Penske save money by streamlining communication and order updates. Allen explains:

"If we weren't using GrabCAD Shop and the customer updates their work order with a new design, the lab staff might not have noticed it in an email. But by using GrabCAD Shop, the staff can clearly see the change in the work order."

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Now I receive fewer calls, texts, emails from the partners since all the information is in one location."

Allen Kreemer
Senior Strategy Application Engineer, Stratasys

Tips for Running an Additive Manufacturing Environment
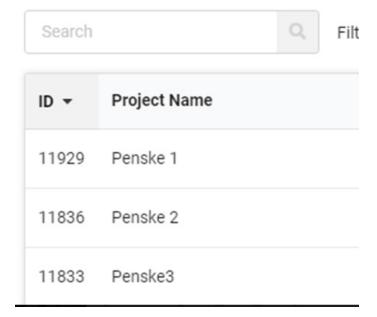# Using GrabCAD Shop

Tip #1

Customize your statuses for what works with your shop; this way you have a clear visual when you review the shop dashboard.

Orders

ID ▾	Project Name	Requester	Submitted	Delivery Date	Order Status	Material	Operator
37829	test	anju test	2/16/2021		Submitted ▾	ABS Plus	
33080	Test for Venture lab	Anirudh Krishnakumar	1/7/2021		Support Removal ▾	ABS-M30	
32992	Test for Michal	Anirudh Krishnakumar	1/6/2021	1/27/2021	Drying ▾	Vero Clear (Transparent Colors) Rigid	
27527	Testing Order Email 2	Anirudh Krishnakumar	10/20/2020		In Progress ▾	Formlabs Engineering Durable	CP
27519	Test Notifications	Anirudh Krishnakumar	10/20/2020		Support Removal ▾	Any	
27416	Test	Anirudh Krishnakumar	10/19/2020		Drying ▾	ABS-M30	CP
27207	New OBJ order	Anirudh Krishnakumar	10/6/2020		Drying ▾	Vero Clear (Transparent Colors) Rigid	AK
27176	Test part	Anthony Valle	10/5/2020		Printing ▾	ASA	AK

Tip #2

Label Job IDs with names that are easy to reference.

Orders

| Search | 🔍 | Filt |

ID ▾	Project Name
11929	Penske 1
11836	Penske 2
11833	Penske3

Tip #3

Customize your columns to show or hide the information you want to see. This helps keep important information right at your fingertips.

Orders columns

Column name	Visible
⠿ ID	
⠿ Project Name	
⠿ Requestor	
⠿ Submitted	
⠿ Need By	
⠿ Delivery Date	
⠿ Order Status	
⠿ Price	👁
⠿ Project Code	👁‍🗨
⠿ Technology	👁‍🗨
⠿ Material	👁‍🗨
⠿ # CAD files	👁‍🗨

In Summary

GrabCAD Shop is the 3D printing solution print operators and engineering managers need to run their additive manufacturing environment. It helps alleviate print operator mundane tasks, help them be more efficient, and help them manage their backlogs better.

In addition, GrabCAD Shop gives managers and print operators more insight into who is printing and what materials engineers are using with a comprehensive set of additive manufacturing tools and features.

Allen Kreemer using GrabCAD Shop with Team Penske is just one example of how the software can help streamline operations.

To learn more about GrabCAD Shop, visit:
https://grabcad.com/shop

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Senior Strategy Application Engineer, Stratasys

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