

# Chaos to Control

## Scaling Flat Glass

## Production with Confidence

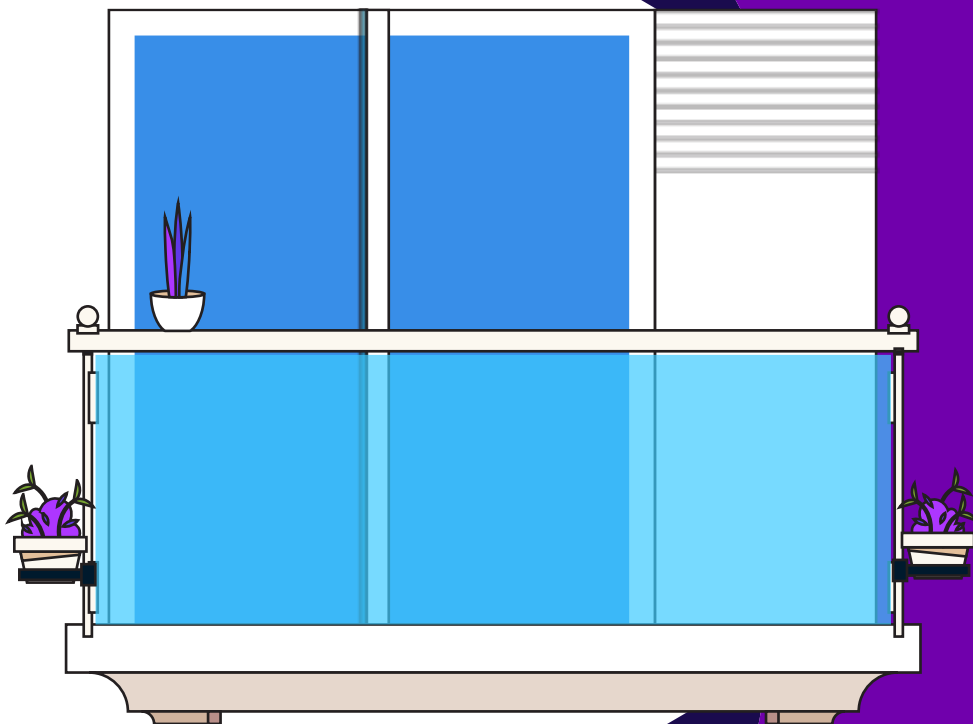


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# Introduction

## Breaking Free from Firefighting Mode

For many flat glass fabricators, each day feels like putting out fires - chasing lost units, correcting order errors, or dealing with production delays. But firefighting mode isn't sustainable if your goal is to grow.

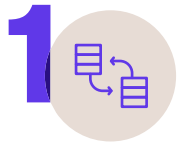
This playbook shows how leading glass businesses are shifting from reactive to proactive operations-streamlining workflows, embracing digital transformation, and scaling profitably without increasing chaos.

By the end, you'll understand how to:

- Eliminate manual errors and bottlenecks
- Improve operational efficiency and delivery reliability
- Leverage self-service sales solutions to drive growth
- Scale production without scaling headcount
- Use data to optimize every stage of the business



# Common Pain Points in Flat Glass Fabrication



**1 Duplicate or manual data entry**



**6 Inflexible, manual scheduling**



**2 Order entry errors and mispricing**



**7 Reliance on tribal knowledge**



**3 High scrap rates and excess inventory**



**8 No self-service digital ordering**



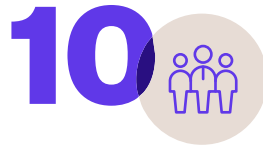
**4 Low on-time delivery rates**



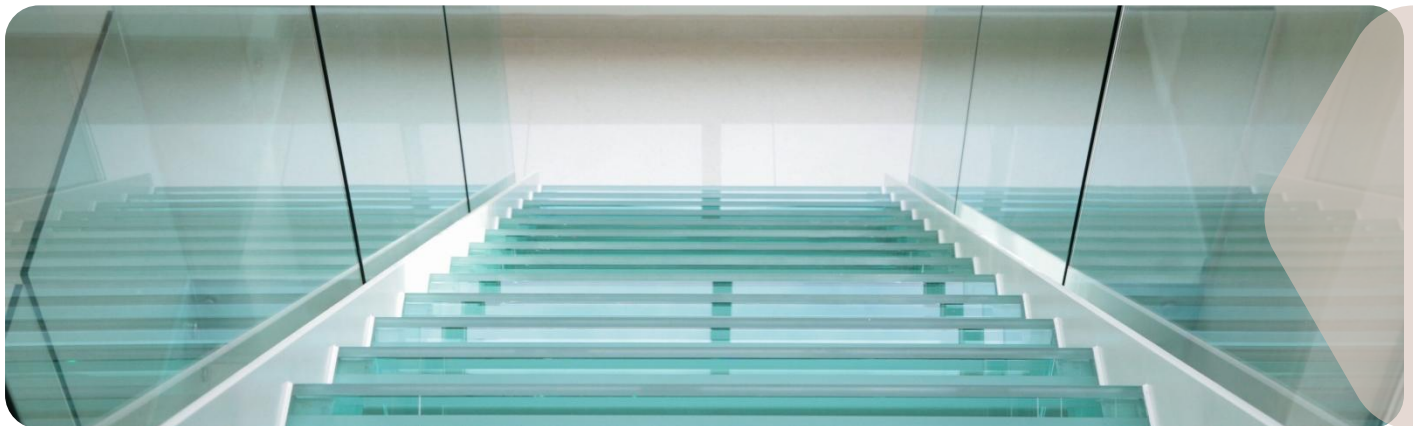
**9 Lack of real-time data visibility**



**5 Lost or untracked production units**



**10 Struggles onboarding new staff quickly**



## Section 1

# Build a Profitable Foundation

Before you can scale, you need a solid foundation. Many flat glass businesses try to grow on top of outdated processes - manual entries, patchwork tools, and disconnected systems. The result? Growth becomes messy and unprofitable. In this section, we focus on how to stabilize your core operations, reduce complexity, and lay the groundwork for sustainable, profitable expansion.

### What to Do

Start by creating a digital backbone for your business. Move away from spreadsheets and manual entries to a centralized system that links sales, production, and delivery.

### Prep Steps

- Map your current order-to-delivery process
- Identify manual touchpoints or systems that don't talk to each other

### Solutions to Consider

- **FeneVision CORE** Central system for product configuration, pricing, costing, production plans, material management, analytics, and more.
- **FeneVision WEB** Extend your product configuration directly to your customers with an B2B eCommerce solution.
- **FeneVision OPTI** Glass, interlayer optimization and more directly to your cutting tables.

#### ☆ Best Practices



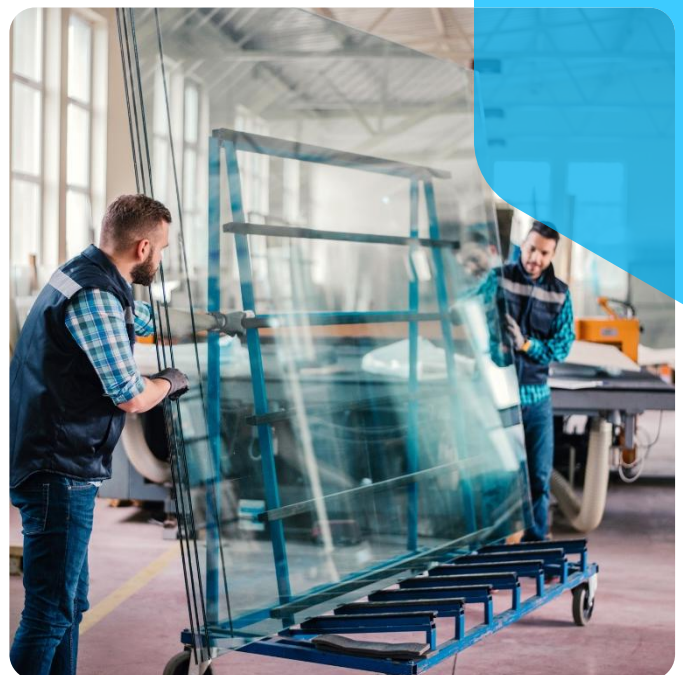
Standardize your SKUs and product definitions



Set up templates and pricing rules in your ERP



Automate duplicate data inputs



## Section 2

# Operate Leaner with Integrated Systems

Leaner operations aren't just about cost-cutting - they're about eliminating friction. Every duplicated task, every system that doesn't talk to the next, adds time, risk, and wasted effort. This section explores how smart integrations across your shop floor and business systems can streamline workflows, reduce errors, and unlock efficiency at every level.

### What to Do

Integrate your software and machinery to reduce inefficiencies and boost precision.

### Warnings

- Ensure compatibility with your current equipment (open architecture is ideal)

### Solutions to Consider

- **Machinery Integrations** Export optimized files to insulating equipment, CNC Machinery, lasers, glass storage systems and more.
- **Capacity and CAPM** Dynamically calculate lead times on incoming orders based on current production conditions (backlog, material delays, equipment issues, and more)
- **Accounting Integrations** Single data-entry to major accounting packages including QuickBooks, SAGE, and Microsoft packages.

#### ☆ Best Practices



Use barcode tracking to follow units through production



Set up real-time dashboards for machine data



Automate material routing to minimize downtime

## Section 3

# Win Faster with Real-Time Visualization

Speed matters - but not at the expense of accuracy or quality. One of the fastest ways to accelerate your sales cycle is to give your team and customers real-time confidence in what they're buying. This section walks through how visual configuration tools and live data can transform how fast you quote, sell, and move projects into production - without sacrificing control.

### What to Do

Give customers and sales teams access to visualization tools that reflect the exact specs of glass units, shower doors, or storefronts.

### Tips

- Match visualizers to configurators so quotes are always manufacturable
- Offer preview options for dealers and end-customers alike

### Solutions to Consider

- **Product Configurators**  
Generate CAD drawings for MONO, IGU, multi-layer LAMI, LAMI-IGU, shower enclosures, and storefronts.
- **FeneVision WEB** Enable customers to configure products online and create production-ready CAD drawings.
- **FeneVision Tracking** Share visualizations across the office, customer, and shop floor.

### ★ Best Practices



Sync visualization with live pricing



Enable “what you see is what you get” (WYSIWYG) quoting



Speed up approvals with real - time render sharing



## Section 4

# Sell More through Digital Self-Service

Today's buyers expect more autonomy. They want the ability to explore, quote, and order - on their own time. For flat glass businesses, this presents an opportunity to not only improve customer experience but also reduce internal workload. This section covers how digital self-service portals can extend your reach, improve customer satisfaction, and allow your team to focus on higher-value work.

### What to Do

Introduce online portals where dealers or customers can independently price, place, and track their orders.

### Tips

- Ensure the portal reflects current stock and pricing
- Link order status and historical order details

### Solutions to Consider

- **FeneVision WEB**
- **FeneVision WEB Connect**

### ☆ Best Practices



Offer self-service ordering with auto-checks for non-warrantied materials



Use customer-specific pricing and catalogs



Capture abandoned orders for follow-up





## Section 5

# Scale Bigger with Smart Production & Data

Growth without visibility leads to breakdowns. When your business grows, your ability to monitor, measure, and manage every part of the process must grow with it. That's where data comes in. This section helps you shift from gut-feel decision-making to data-driven action - empowering you to optimize production, reduce waste, and scale with precision and control.

### What to Do

Use real-time KPIs to make smarter decisions, optimize inventory, and empower your staff.

### Tips

- Assign dashboards by role: shop floor, production manager, executive
- Review daily scrap, downtime, and delivery metrics

### Solutions to Consider

- **FeneVision Dashboards** Track KPI's on sales, production, and more.
- **FeneVision Business Intelligence** 200 + standard deep dive reports for your teams to view orders, sales, production, on-time delivery, and more.

#### ☆ Best Practices



Set alert thresholds for scrap rates or delayed orders



Tie performance metrics to shift productivity and output



Reduce “non-value-added” work like chasing lost units



# Troubleshooting

## Common Mistakes and Fixes



### Mistake

**Manual data entry  
into multiple systems**

**Orders with errors or  
mispriced items**

**Late deliveries**

**High waste or scrap**

**Poor visibility of work-in-  
progress**

**Overreliance on key staff**

**No online sales**



### Solution

Enter once from customer to office to  
production to shipment and accounting

Configure manufacturing  
constraints and pricing automation

Introduce optimized,  
dynamic scheduling

Optimize glass and interlayer  
cutting with shape nesting

Scan production  
at each work center

Build manufacturing limitations  
into product configurator

Launch a self-service portal  
included in your ERP

# Frequently Asked Questions

Q:

**What's the ROI of digital transformation for flat glass businesses?**

A:

Most see a reduction in scrap, improved delivery times, fewer errors, and increased throughput within the first 12 months.

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Q:

**Can I scale without hiring more staff?**

A:

Yes. With better automation and standardization, you can increase output without increasing headcount.

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Q:

**How hard is it to get online ordering up and running?**

A:

With systems like FeneVision WEB, it uses your existing data - so setup is fast and doesn't require rework.

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Q:

**Will this work for both B2B and retail models?**

A:

Yes. You can configure customer-specific pricing and catalogs, making it versatile across channels.

# Next Steps

## Going from Optimization to Innovation

Once you've stabilized core processes, consider:



Adding AI for forecasting and material planning



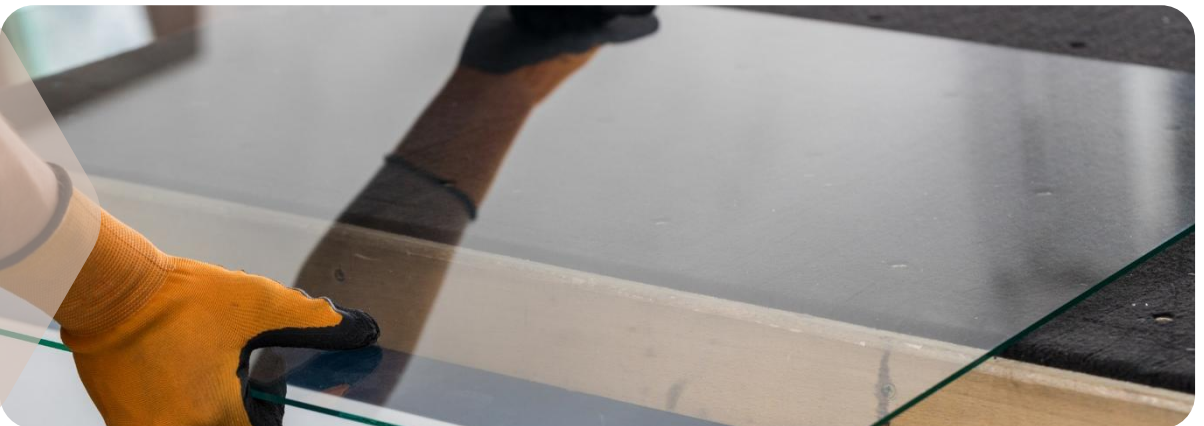
Integrating mobile apps for warehouse and field tracking



Launching dealer training to boost self-service engagement



Offering design -to-order capabilities for ultra-custom jobs



# Conclusion

## Move from Reactive to Strategic Growth

Growth in the flat glass business doesn't require doubling your staff or investing in more machines. It requires smarter systems.

By eliminating inefficiencies, digitizing workflows, and giving customers and dealers more control, you create a business that's scalable, profitable, and prepared for anything the market throws your way.



Now is the time to stop firefighting and start scaling-with confidence.



**Schedule Your Demo**

# Ready to Put the Playbook into Practice?

**You've explored the strategies for taking your flat glass fabrication business from chaos to control - now it's time to see what those ideas look like in action.**



At Cyncly, we help glass fabricators bring control to every stage – simplifying operations, reducing rework, and aligning production from intake to delivery. Whether you're scaling up or regaining shop floor control, we're here to help.

**Book a demo today** and discover how our solutions help fabricators like you:

- **Replace spreadsheets and guesswork with clear workflows**
- **Coordinate production and delivery with confidence**
- **Turn your backlog into output - without the burnout**

**Let's take what's in the Playbook and bring it to life in your business.**



**Schedule Your Demo**