



Gallant Using Pronto

Realising quality demands through integrated systems



THE Gallant group of companies is a manufacturer of components for television and computer. It supplies its products mainly to Japanese multinational corporations based in Malaysia, and also exports them to Singapore for distribution to global markets.

The principle activities of the Gallant group can be divided into two segments namely, manufacturing and heavy equipment. The group is predominantly involved in the manufacturing of electrical/electronic parts and components primarily for industries like electrical and electronic (including home appliances), automotive, audio equipment, power switches and information technology (IT).

According to its general manager for finance Eng Hup Tat, the company operates in a highly competitive environment as expectation in terms of quality, timely delivery and costs.



“Today, thanks to globalisation, the pressure for us to be efficient and effective is even more as we are also competing not only with many locally-in-corporated companies which are owned by Japanese and other foreign nationals, but also with similar components manufacturers throughout the world.”

As such, Gallant was nurtured into a culture of quality where the company continues to develop and improve its growing reputation of excellence.

Eng : Smart use of IT

For example, the total production concept which company practises has strong emphasis on equipment upgrade and adoption of new technology, design and development. Work studies, testing procedures to meet the exact demands of its customers, product improvement and skillful operation.

In fact, so serious the company is about quality, it achieved the ISO 9002 certification from Veritas Quality International in November 1997.

Reliable system. Gallant has long been aware that one way to do business effectively and efficiently is through the smart use of IT. “ In 1993, when our business started to grow at tremendous pace, we noticed that our then non-integrated IT system was quite inefficient,” Eng says.

Realising the importance of having a reliable IT system to support its growing business, the company then started to source for integrated computer system.

“We were looking for an integrated system that could assist us in our production planning and control. Stocks and labour costs, like in all manufacturing concerned, need to efficiently managed. Like most users of computer systems. We were also concerned about after-sales service by the system provider,” Eng says

After reviewing numerous systems available in the market, Gallant was convinced that PRONTO, with its comprehensive features, met the requirements.

Eng says the group was impressed with PRONTO as it is an established enterprise management solution with a local service center. And following the purchase of PRONTO in 1994 through SL Information System Sdn Bhd, the company has been upgrading the system regularly.

Beneficial investment. According to Eng, since the implementation of PRONTO, the company’s production planning and control processes have improved tremendously. As the system improves operations and manages costs efficiently, Gallant believes that it has ultimately help customers to enjoy better services.

“Today, with PRONTO’s help, our stocks and labour costs are well managed with timely information obtained from the system,” Eng says.

“All these ultimately help us to stay competitive in this industry. Moreover, our delivery to our customers, where most adopt the just-in-time model, has been highly satisfactory.” [Contact SL Info](#)