

DELMIA APRISO ISSUE MANAGEMENT

MANAGE ISSUES THROUGH RESOLUTION ACROSS MANUFACTURING OPERATIONS

ISSUE MANAGEMENT FOR QUALITY AND BEYOND

In today's hyper-competitive manufacturing world, the identification and resolution of issues is a critical element of quality control and continuous improvement. This challenge impacts more than just quality issues. Problems can arise anywhere in the manufacturing value chain – on the plant floor or shipping dock, in the warehouse, or with the maintenance team – each potentially impacting throughput, delivery, profitability, efficiency, customer satisfaction, or competitive edge.

DELMIA Apriso offers a comprehensive solution to address this challenge – an enterprise solution that spans the complete footprint of manufacturing. DELMIA Apriso Issue Management is more than just a quality tracking system. It lets you identify and instantly take action on any event that might disrupt or hinder manufacturing objectives – from maintaining high quality standards to implementing continuous improvement initiatives. Process improvement can be readily managed and acted upon to help ensure production is completed in a timely, effective manner.

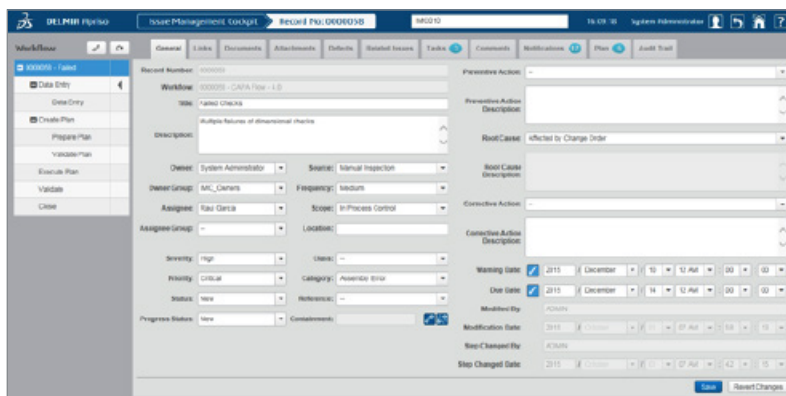
SYSTEMATIC APPROACH TO CONTINUOUS IMPROVEMENT

DELMIA Apriso Issue Management provides a foundation to manage and implement continuous process improvement across any part of manufacturing operations, including production, quality, warehouse, logistics, maintenance, or labor activities. It provides a complete solution to capture, investigate, manage, analyze, and resolve shop floor issues. Once identified, issues can be systematically processed against standardized workflows to prevent reoccurrence, thereby improving manufacturing efficiency and performance.

As part of the DELMIA Apriso product suite, Issue Management can automatically link relevant context such as Facility, Work Center, Machine, Product, Lot, WIP, etc. tied to an issue. This seamless integration improves understanding, simplifies tracking, and helps accelerate resolution.

BENEFITS

- Simplify issue resolution and prevention process
- Enhance operational excellence across the enterprise
- Reduce the cost of quality
- Improve effectiveness of continuous process improvement initiatives
- Enable better collaboration on issue resolution and quality improvement actions
- Protect brand; increase customer satisfaction
- Improve enforcement of best practices on an enterprise scale
- Demonstrate compliance to quality standards



QUICKLY AND EASILY TAKE ACTION ON ANY ISSUE

By sharing a common DELMIA Apriso product architecture, Issue Management has tight integration between any DELMIA Apriso module (ex: Production, Quality, Maintenance, Time & Labor, Warehouse, etc.). This framework lets users quickly identify root causes, take corrective actions, and accelerate resolution. Issue Management is particularly effective at managing and resolving issues that cut across operations by providing the intelligence necessary to identify relevant parts, workers, and suppliers to create the context needed for rapid, effective resolution.

OPEN ARCHITECTURE AND FLEXIBLE WORKFLOW DEFINITIONS

This DELMIA Apriso application includes an out-of-the-box run-time cockpit for processing issues against predefined workflows, so it is ready “out-of-the-box” to use with DELMIA Apriso application modules. Because every DELMIA Apriso application is built on a BPM platform, DELMIA Apriso Issue Management can be easily adapted to a variety of problem-solving methodologies including CAPA, 8 Disciplines, 5 Whys, DMAIC or PDCA, among others, provided they can be mapped as a process.

PART OF THE TOTAL DELMIA APRISO SOLUTION

Issue Management is a key component of DELMIA’s broader DELMIA Apriso solution for manufacturing operations management. With DELMIA Apriso you can manage production, quality, warehouse, maintenance, and labor processes to achieve visibility into, control over and synchronization across global manufacturing operations. Built with a native Business Process Management (BPM) framework that incorporates a unified data model, DELMIA Apriso applications enable continuous improvement and rapid response to market changes. DELMIA Apriso delivers a global view of manufacturing operations by utilizing a Service Oriented Architecture (SOA) to ease integration with enterprise applications, such as ERP and PLM, while interfacing with the shop floor and automation equipment.

FEATURES

- Out-of-the-box functionality
- Ready to use with DELMIA Apriso modules and Intelligence Packs
- Identify and track issue resolution from any user screen, at any stage of the production process
- Flexible workflow configuration
- Open architecture eases adoption in any plant environment
- Support for multiple problem solving methodologies
- BPM-based to simplify customization of processes
- Run-time user “cockpit” for easy visualization and control
- E-signature compatible; supports audit trails to address compliance needs

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