

i|NORIS® - IED Interactive Electronic Documentation

CASE STUDY

„The use of the internet-based workflow solution has led to a significant efficiency increase of the working processes at Siemens AG Healthcare“

Flexible, electronic process documentation

Often, there is a huge gap between demand and reality in IT matters. According to a trend study in 2005 of the top CIOs at CapGemini Consulting, 68 percent of the interviewees consider IT flexibility as important, however, only 20 percent believe that their own IT does not meet the requirements.

Recent surveys confirm similar deficits:

Excerpt from the BPM Trend Report 2010:

A significant weakness is obviously the adaptability of the systems which only just over one third consider to be satisfactory to suboptimal. To this date, only 41 percent of the participants have service-based company software. 60 percent use web services to partially bridge rigid IT systems. Above all, companies expect from future systems improved process efficiency (96%), significantly lower service and maintenance costs (94%), flexible adaptation (93%), and possibilities to integrate other business applications (91%). Approximately two thirds consider the support of web services, integrated tools for process optimization, scalability, web access to applications and platform independence as important for the future.

Source: www.leanmagazin.de

Publisher of the BPM Trend Report 2010: Ramco Systems Ltd., SoftSelect GmbH

Rudolf Glanzner, Head of Supply Chain Management at Siemens AG Healthcare, confirmed:

„In our line of business it's speed and flexibility that count. It is important that innovation and improvements are implemented in the manufacturing process and are delivered to the customer as quickly as possible.“

It is here that the i|NORIS® Application „Interactive Electronic Documentation“ (IED) will be used. This web application documents all manufacturing-relevant data and stores the corresponding files electronically during the complete process, starting with the installation to the system inspections. After initially entering the data, technicians and testers can activate them via their PC or notebook and can either retrieve all data necessary for the respective work stage or record new data. Thus, all involved parties are duly informed about the current situation and are able to identify possible faults or potentials for improvement.

Günther Dornauer, Project Manager IED, reports noticeable efficiency increase of working processes achieved by means of the electronic documentation system: “Due to the fact that documents are generated electronically and not as hardcopies, they can be filed centrally and can later on be retrieved quickly. This makes “paper work” redundant, reduces mistakes during transfers and, above all, saves time. Moreover, more cost reduction was achieved during the distribution process of the inspection file as well as during system approval at the end of manufacturing.”

i|NORIS®-IED is a web application which is operated in the intranet (Private Cloud) and was integrated as custom-made software solution in the processes installation for end products and in the Quality Management at Siemens AG Healthcare. **“On the basis of our concept and together with the project managers we specified and implemented the functionality of each single module,”** states André Hüsgen.

An example of Best Practice of IT-based process optimization between Siemens AG Healthcare and NORIS-IB®

Strong factor process optimization

Dr. Ing. Stephan Killich, Leading Engineer at the professorial chair and Institute for Industrial Engineering at the RWTH Aachen also emphasizes that employees are motivated by additional responsibilities and a greater scope of action: “A cross-functional range of processes offers the employees diversified work processes and has a motivating effect which in turn leads to higher productivity.”

German companies underestimate process optimization as a management tool, observed Claus-Peter Praeg of the Fraunhofer Institute for Industrial Engineering (IAO – Institut Arbeitswissenschaft und Organisation): “Many companies claim they are structuring process-oriented, however, I think not strictly enough.” The study by CapGemini Consulting and the IT business journal “CIO” confirms that statement: two thirds of the interviewees consider the demand-oriented service of IT resources as useful, however, only each fourth uses them already or plans to use them in 2005.

„Process optimization can make a valuable contribution to increase competitiveness in Germany,” affirms Stephan Killich of the RWTH Aachen. “German companies must continue to pay special attention to more efficient and flexible production. This is Germany’s strong point, a strength that needs to be extended,” so his optimistic outlook on the future.

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