



Reference

>> Engineering the Future

24-hour high performance



“In the ELO business partner we have a reliable and competent partner. Due to their many years of experience, they know the business processes at MAN precisely and know what is possible here with ELO.”

Ulli Weinmann,
Module Manager of MAN vehicle factories

With ELO, MAN creates highly efficient, clear and fast work processes 24 hours a day. Documents are available to MAN centrally at the click of a button. The quality of service provided to the vehicle factories and customers has been significantly improved. ELO workflows guarantee transparent and smooth processes for the elimination of problems. The system operates in a stable manner and is available 24 hours a day.

MAN is one of the leading vehicle, engine and machine manufacturers in Europe with annual revenues of approx. EUR 15.5 billion. As a supplier of lorries, buses, diesel engines, turbomachinery and industrial services, MAN employs a workforce of around 55,000 worldwide and in 2008 could look back on a 250-year success story. Then, as now, the four core values applied: reliability, innovation, dynamic strength and openness. Above all, this means continuous enhancement of the engines, as in the MAN Nutzfahrzeuge AG site in Nuremberg. It is only there that the lorry engines are developed and produced. They then leave Nuremberg and begin their journeys to all eleven MAN vehicle factories throughout Europe.



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Information “on demand”

Overview

Country: Germany
Industry: Mechanical engineering

The company

MAN is one of the leading vehicle, engine and machine manufacturers in Europe with annual revenues of approx. EUR 15.5 billion. MAN is a supplier of lorries, buses, diesel engines, turbomachinery and industrial services, and employs a workforce of around 55,000 worldwide. The MAN business areas hold leading positions in their markets. MAN AG, Munich, is listed in the DAX 30 stock index.

Challenge

Legally compliant archiving of the accompanying documents for the engines. Fast search for information. 24-hour availability and stability of the system. Development of workflows in order to control work processes on a performance basis.

Solution

Implementation of **ELOprofessional**. The “birth certificate” has been provided with a barcode, scanned into **ELO** and automatically keyworded. Efficient workflow concept.

Benefits

The documents are available centrally at the click of a button. The quality of service provided to the vehicle factories and customers has been significantly improved. Workflows guarantee transparent and smooth processes in the solving of problems. The system operates in a stable manner and is available 24 hours a day.

Change management is running at full speed

A large number of communication interfaces lead from Nuremberg to the respective vehicle factories. This requires a sophisticated and fast exchange of information. In the event of inconsistencies relating to assembly, initial start-up and other issues concerning the finished engine, the answer must be found quickly. It is important here to determine the assembly period exactly in order to be able to access all the required production data of the engine or engine series. This information is almost always sufficient to clear up the issue – the service staff on site can quickly target the problem. If the data is not immediately available but first has to be searched for in large paper archives, this results in considerable delays and waiting times during clarification and error elimination.

Legally compliant archiving and fast search

In Nuremberg, over 500 lorry engines are produced each day. In parallel to the assembly of each engine, a “birth certificate” is produced. Basic data are documented here – exhaust emission values, bolt torque, configuration of the engine and the engine structure, as well as every type of technical change. There is a wealth of information contained in these two to four pages of A4. In the past, these “birth certificates” were collected together, sorted and then filed in Leitz folders in giant filing cabinets and archives. Two people worked solely on sorting and filing away the daily deluge of paper. There was no question of process-related or even legally compliant archiving. Furthermore, the search for documentation always took a long time. Ulli Weinmann, Head of the Change Management Department in Nuremberg quickly recognised that the work processes at MAN could be substantially optimised in the technical change service with the introduction of a document management system.



In the first step, the aim was to push ahead with the legally-compliant archiving of all important process documentation. This was designed to make the search for necessary information considerably faster and considerably easier – with the result that all types of queries can now be dealt with immediately and reliably.

Thought-out processes bring success

Together with the **ELO** business partner, MAN has thought about which business processes are in place at MAN and how these can be mapped: Each lorry engine has a “birth certificate” (accompanying document for the engine), a form that is generated at the start of production from the order mapping system including a barcode. The lorry engine’s “birth certificate” accompanies the production process. All the important data are entered in this document and signed. By signing this document, each employee accepts responsibility for the operation he has performed. In non-stop operation such as in Nuremberg, the signature stipulation ensures that quality standards are complied with at MAN. At the end of the production steps, the “birth certificate” is scanned in and automatically archived in **ELO** as a legally compliant TIFF file. Automatic keywording in **ELO** has been implemented by extending the “birth certificate” to include the barcode. Documentation is now available centrally and at the click of a button in the archive. Using a search form that MAN has defined itself, employees can query the engine number, order number, customer number, chassis number, assembly line, engine type, assembly operation etc. on the basis of parameters. Ulli Weinmann stresses the particular importance of the search form here: “A good DMS must be able to supply this information quickly. It must function smoothly and operate in a stable manner. For us, **ELO** meets all the requirements here.”

*“If you experience a DMS such as **ELO** live and see how much time can effectively be gained by using it, then there is no going back to the old and outdated structures.”*

Ulli Weinmann,
Module Manager of MAN vehicle factories

*“**ELO** can be compared to a bolt wrench in production – without it the bolt cannot be tightened and the whole assembly line comes to a standstill. If **ELO** does not work then nothing here works either. That is why the availability and stability of the system is absolutely essential. We cannot afford to have one day here when the system does not work.”*

Ulli Weinmann,
Module Manager of MAN vehicle factories



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Clear and efficient work processes

Strong technology requires smooth processes

“One of the main reasons why I decided on ELO back then was the option of easily creating workflows yourself with using the graphical interface.”

Ulli Weinmann, Module Manager of MAN vehicle factories

A thought-out concept is particularly crucial for success in the creation of complex workflows. Together with the **ELO** business partner, a workflow was designed for the lorry production division and a special fault form was developed. If an assembly worker identifies or receives a faulty part, he triggers a fault report in **ELO**. This then goes directly to the quality assurance department. Through the workflow, the process goes straight to the responsible people who then work on the problem and resolve it. This guarantees a fast and performance-based work process.

Progress for the future

The next steps at MAN Nuremberg are to deploy the DMS across the whole Group. For this reason, MAN has opted for migration to **ELOenterprise**. The main advantage here is the multi-client capability of the solution. The plans are for **ELOenterprise** to be used in engine testing as a central document management system and a knowledge database. With this solution, important information is available in a matter of seconds, while duplicate work, duplicate developments and above all, information losses are prevented. By integrating the Internet gateway, it is also possible for employees in Ankara (Turkey) or in Steyr (Austria) to gain access to the central **ELO** archive, without them having to have an **ELO** system installed locally. With this solution, MAN is consistently moving towards reliability, innovation, dynamic strength and openness together with **ELO**.