

Issue and Change Management

Keep reported problem integrity and accountability of changes required to fix the problem in a product's lifecycle.



Highlights

◆ **A single platform for issue and change management across the extended enterprise**

◆ **Ability to raise issues and make changes to any IP within the PLM or any external systems**

◆ **End-to-end traceability for issues and changes**

◆ **Accountability of internal changes required to fix the problem**

◆ **Full traceability of all affected items from hardware to software and electrical IP**

◆ **Dashboards for reporting and trending for better decision-making**

No industrial sector has penetrated our way of life more than electronics. Electronics are becoming more and more pervasive as a common enabler across industry sectors and a key driver of innovation. Every day we discover that electronic systems have entered a new industry segment, driving the market differentiation of a new product.

IBM provides solutions, developed by Dassault Systèmes, for High-Tech manufacturers of electronic components such as silicon wafers, semiconductors, optoelectronics systems, information storage systems, and instrumentation systems. Furthermore, our customers include major users of these components and systems, such as consumer electronics, telecommunications, computers, industrial equipment, medical devices and specialized electronics supply chain for automotive, transportation, aerospace and defense.

Globally distributed teams, changing market and customer requirements, and the competitive marketplace for products and services has made issue identification and resolution a critical component of a comprehensive PLM (Product Lifecycle Management) solution. In the High-Tech industry, little room for error exists from ideation to product realization. Issues must be identified, tracked and resolved as efficiently as possible. Impact analysis must be performed across designs and products from design to manufacturing and service to correctly respond to issues. In addition, formal change processes must be followed where required to conform to best practices. Finally, issues and problems must be corrected in such a manner that future risk is minimized.

IBM's V6 PLM solution for Issue & Change Management enables High-Tech organizations to raise and resolve issues from any geographic location or any role in the organization. Issues are identified, assigned owners, tracked (reported upon) and resolved all in a seamless platform. Any IP (Intellectual Property), whether stored in the PLM system or externally, can be identified as an effected item of an issue. In order to reduce change cycle time, even suppliers and customers can participate in the issue management process as required.

This solution offers robust change management capabilities that utilize formal change processes via the Engineering Change Requests (ECR), Engineering Change Orders (ECO), Manufacturing Change Orders (MCO) or any other type of formal change request to meet the needs of the High-Tech Industry. Issues can also spawn formal change processes for engineering and manufacturing, keeping the entire enterprise synchronized. Issue & Change Management solution from IBM allows for visibility to the affected items of the change as well as the implemented items. The affected or implemented Items may include features, requirements, products, builds, or any other type of IP that may need to be resolved or implemented by the change.

IBM's V6 PLM solution for Issue & Change Management helps all product development stakeholders trend and report upon issues and formal changes. Key Performance Indicators (KPIs) can be tracked and reported against products, projects, or design teams for trending and preventative actions and planning. This gives users the flexibility to create new Key Performance Indicators (KPIs) and user-configurable dashboard views, which allow for ease of maintenance and reaction to changing trends and problems as they occur in real-time.

With IBM's V6 PLM solution for Issue & Change Management, companies have streamlined, end-to-end issue and change management processes that enables stakeholders and management to have real-time visibility of issues, changes and trending. As a net result, better decision making related to issue resolutions and product changes can be made swiftly and comprehensively. This solution also allows for the implementation of closed-loop preventative processes to minimize future risks.

Sub Processes

Issues & Change Management solution includes :

- ◆ Issue identification, qualification, analysis and action/resolution
- ◆ Issue tracking and reporting
- ◆ Discussion thread management
- ◆ Extended Enterprise Change Management
- ◆ Engineering Change Order (ECO) and Single-Stage ECO
- ◆ Engineering Change Request (ECR)
- ◆ Manufacturing Change Order (MCO)
- ◆ Change Impact Analysis
- ◆ Request for deviation/waivers

Products

This solution is supported by:

- ◆ Collaborative Innovation with ENOVIA
- ◆ ENOVIA Unified Live Collaboration
- ◆ ENOVIA Live Collaboration (CPF)
- ◆ ENOVIA Live Collaboration for Workgroups (CPW)
- ◆ ENOVIA IP Lifecycle Management
- ◆ ENOVIA Engineering Central (ENG)



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