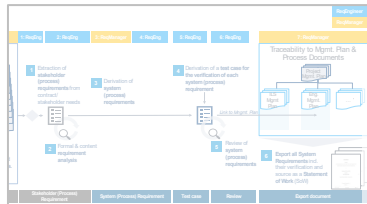


Definition and implementation of Systems Engineering to improve quality and performance in the whole supply and lifecycle.

SELECTED RESULTS



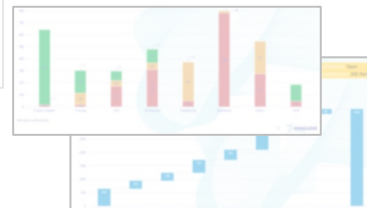
Definition of methodology and process



User training and on the job coaching



Definition and configuration of customer exports



Planning, reporting and managing of the progress

CHALLENGE

- Contract has been negotiated for two years in different languages with different representatives - transparency and consistency of the 4000 pages isn't ensured any longer
- The customer shall write Management Plans, which contain agreed terms of the contract
- Process requirements haven't been derived formally yet
- A new requirements tool will be used – structure, processes and templates are not yet defined

LEVERS

- Defined process is built on internal processes and best practices from other branches
- Clear and transparent definition of responsibility
- Deep involvement in process by operational support, to recognize user needs
- Hands on training and coaching
- Automated KPIs for reporting

IMPACT

- Process for transfer of contractual information to management plans defined and communicated
- Information of contract structured in word documents and requirements management tool (IBM Jazz Doors NG)
- New tool platform (IBM Jazz Doors NG and ETM) customized on user needs and launched
- Stakeholders trained in new tool and new process
- Transparency on progress regarding the complete process