



# TAILORED PRODUCTION MANAGEMENT

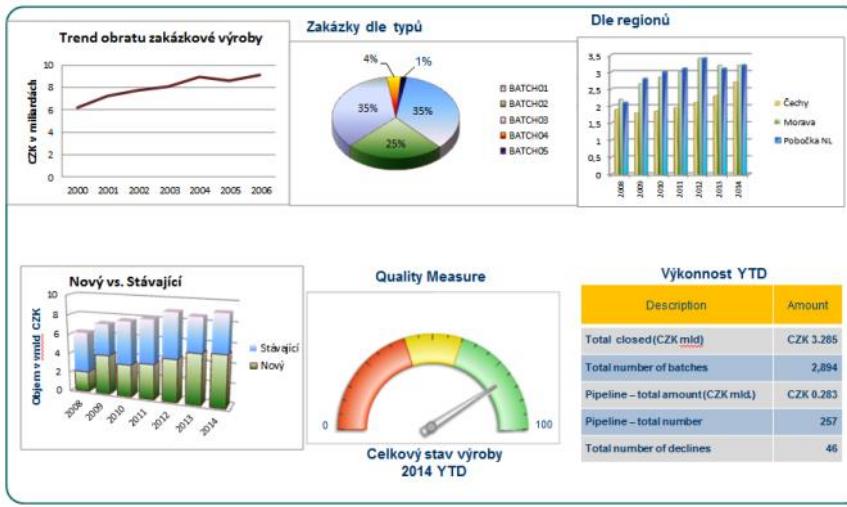
Business Process Management (BPM) technology is applied on process of tailored production, which includes different units, sub-suppliers and information systems. The company can automate and standardize activities to decrease costs, eliminate mistakes and extend its client portfolio by smaller companies than so far.

A manufacturing company operates in a fast changing market. Customers and competitors activities alike constantly bring new requirements. In small-batch and custom production it is common to demand specific products sizes, combine customized components, involve new sub-supplier or add a production step etc. When a new requirement emerges, the company has to react within days.

Due to the demand of auditors (ISO) and of some of the customers the company has to be able to document the technological operations and inspections performed for each order.

Different phases of production are covered by different information systems. Although the company is aware of the missing unified overview they are not willing to invest huge means into replacement of the current systems by a single seamless solution, expensive and perhaps inflexible solution.

The production process is driven by the project managers who are responsible for delivery on time and quality. Orders under certain size are being refused since it is not profitable to allocate the project manager's capacity.



Example of dashboard in [Savvion](#) environment in Czech language  
Savvion is one of the BPM technologies that Galeos work with.

## Requirements

- Higher level of automation of a process that is specific in almost every instance.
- Reduce time requirement on the project manager (especially for smaller orders).
- Higher probability that the process will be realized on time while performing all required process steps.
- Ability to see in advance that the production will not be finished on time and therefore also the possibility to solve the situation by additional resources allocation, negotiating with the customer etc.
- Ability to prove how the concrete instances of the processes were realized (auditability).
- Provision of the central overview of all orders.
- Provision of the central overview of all resource requirements.

## Solution

We are going to put in place a Business Process Management solution above the current information systems in which the manager assigns production and inspection steps to each order and also the sequence of their realization. The manager is following here a set of process templates that were prepared by IT and methodology experts together with the key users. He or she will be able to modify these processes to certain extent, assemble blocks (series of process steps), add conditions etc. In addition the managers will see „their“ cases, advancement of realization of every one of them and they will be able to modify them. The system will also automatically notify them about the risk of not meeting the deadline (when a certain substep won't be realized on time) as well as about other risks threatening the delivery like shortage of specialists availability in concurrence of two orders, late ordered stock or semi-finished products etc.)

BPM application will be automatically generating reports about individual instances of the process that can be used for operational management of the process and for audit alike.

## Alternative solutions

We do not see any cost wise comparable alternative how to solve such a case.

## Similar situations and processes

Any complex services or custom production – from travel agencies to wooden constructions.

## Benefits

- Ability to deliver even smaller orders than before
- Time savings of managers of the process as well as in production of documents for quality management
- Automatic generation of process effectiveness data
- Automation of even highly individual processes
- Higher level of certainty that each case will be resolved on time while keeping all the prescribed steps
- Ability to react to customers demands faster than the competition



Galeos builds upon a strong BPM consulting team as well as extensive experience from projects in the Czech Republic and abroad. We help our clients to automate and standardize processes and activities and eliminate mistakes. We also help them to visualize, manage and optimize processes across the organization, bringing them process responsiveness and empowering business users to manage process changes.

### GALEOS a.s.

Michelská 300/60  
140 00 Praha 4  
Česká republika

Tel.: +420 241 480 855

<http://www.galeos.cz>

<http://www.galeos.eu>



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Please [contact us](#) to see whether our solution is apt for your company as well.