

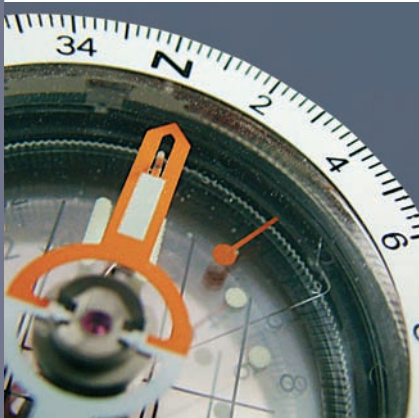


# Operations Management

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in the company of the future

- ▄ Service Management
- ▄ Information Management
- ▄ Production Management



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# Service Management



Operations management has significant potential within innovative performance, design and efficiency to the applied tools. Modern enterprises are ready for permanent reorganisation of their business processes so that they are able to face the global changes in trends of demands of the world-wide markets growing together by and by. To remain competitive these enterprises heavily rely on high flexibility and readiness of delivery as well as on a well-developed service mentality because they offer products and services of a high quality at the marketable price.

Being in the close partnership with the industrial enterprises and a player in the flourishing economy, we offer guidelines for the operations management of the future. In this process our focus lies on the application and adoption of the 'Lean Thinking Concepts', which is complemented by three specialised departments; 'Production and Logistics Management', 'Industrial Service Management' and 'Information and Knowledge Management'.

We develop models, methods and concepts, which we undertake with our project partners from manufacturing and service sectors. Further by well proven assessment tools for the potential analyses and structured procedures we guarantee the successful support of our partners for achieving their objectives ("assess & assist"). In addition we are present in national and international networks and work closely with numerous renowned partners.

## Industrial Services

The department of Service Management focuses on customer-oriented problem solving and the range of services offered as well as on production near services. Relying on our 10 years tradition, the department focuses on the management of business-related services for the manufacturing industry. The department Service Management addresses the current and future challenges of one of the internationally renowned and most important industrial sectors.

The department of Service management encompasses the three related groups "Service Engineering", "Performance Management" and "Maintenance Management" that aligns with the specific relevance of the respective target group. The core themes of the department are innovation and development of new services, new business models for service companies, internationalisation and standardisation, key figures and productivity management as well as new approaches for the assessment and design of maintenance and the efficient operating of modern industry plants.

Our services to the enterprises are based on our long experience made in numerous projects. They include the professional support for the individual analysis highlighting potential improvements and the further development in the business practice towards a future-oriented and competitive service company.

## International Partners (selection)

- EARTO European Association of Research and Technology Organisations
- INESC Instituto de Engenharia de Sistemas Computadores, Portugal
- MIT Massachusetts Institute of Technology, USA
- POLITECNICO DI MILANO, Technical University, Italia
- SCC Supply Chain Council, Washington DC, USA
- VTT Technical Research Centre of Finland

## FIR EU-Practice

In order to substantially contribute towards the State-of-Art research within the European Union, FIR established "FIR EU-Practice" in 2002. EU-Practice is responsible for the process of generating research ideas with strategic relevance for Europe, goal-oriented preparation of proposals and executing and supervising of the successfully funded EU projects. Amongst other key responsibilities, EU-Practice mobilized close ties through pro-active networking and at the same time congregated internal resources for EU activities.

Director: Univ.-Prof. Dr.-Ing. Dipl.-Wirt. Ing. Günther Schuh  
Managing Director: Dr.-Ing. Volker Stich

Selection of partners:



# Information Management



## Value Creation in the Information Age

The integrated view of the organisation and information technology is the focus of Aachen Information Management at FIR. In numerous projects in line with standard usage the department optimizes enterprise processes by means of information technologies and systems, and further supports the development of new and innovative information services. In this context, the department of 'Information Management' addresses the central challenges of the modern enterprises on their way into the information society.

The department of Information Management at FIR also has three groups of 'Information Technology Management', 'Business Modelling and Process Design' as well as 'Knowledge Management' that focus on the relevant challenges that are examined in-depth with the industrial constraints. We enable Technical and IT departments to optimize their coordination between organisation and information technology. Focuses of this area are the realisation of process and product innovations by means of new information technologies (e.g. RFID), new approaches concerning the assessment and design of IT departments, incentive systems for the knowledge and information exchange and information centred business models.

With our expertise we support the enterprises in their proactive handling of innovative ICTs. This entails that the right time can be invested into the right information technology so that the customer problems can be solved with the right information services.

# Production Management



## Configuration of the Order Processing in Networks

The department of Production Management focuses on the efficient and logistics-oriented order processing as well as on production planning and control (PPC). For about 20 years, the almost traditional working focus of the department lies on the management of the organisational development and on the information based technical support of operational business processes. Hence, the department of Production Management addresses the spine of any enterprise and develops transfer oriented solutions for the actual and future challenges in the manufacturing industry.

In the three groups "Supply Chain Design", "Order Processing" and "Logistics Management" the domain production management is examined from three perspectives and oriented to the specific interests of different branches. In this context we focus on the structural design of production networks, the reorganisation of complex material and information flows as well as on efficient approaches to the synchronisation of industry-wide planning processes.

The offers we present to the enterprises are based on our profound experience and well-established methods and tools. With sound advisory modules we offer professional support for the individual analysis of improvement potentials and the advanced implementation of innovative concepts in the operational practice.

FIR's recent spate of success at the European level has validated this strategy in the last few years. In 2004, an Integrated Project - "MYCAREVENT" (IST-04402) with 20 project partners in the domain of Automotive After Sales was brought forth to an efficient modus of operations. The early and phased development of prototypes highly relevant to the needs of the Aftersales sector led to the appreciation by key stakeholders in the European automotive after sales market beyond the consortium partners. Further, in 2005 two different project initiatives "InCoCo-S" and "ToolEast"

were approved by the EC for funding. InCoCo-S (NMP-17192) focusing on developing reference model for service integration and ToolEast (IST-2004-2.4.13) with the aim of empowering the tool and die making with open ERP solutions were successfully launched. This integrated approach of bundling the in-house competencies with the extensive EU network has successfully passed the test of time. FIR is committed to further extend the European competitiveness in the globalization environment.

