



InCoCo-S

Innovation, Coordination and Collaboration
in Service Driven Manufacturing Supply Chains

Managing Service Operations using Process Reference Model

An integrated set of tools & methods including process model, service performance measurement system and simulation models to enhance service operations & concentration on core competencies

14th March 2008, 09:00 – 14:00

Arabella Sheraton Düsseldorf Airport Hotel



Introduction of InCoCo-S

Business related services constitute the largest sector of the economy employing around 55 million persons in 2001 – nearly 55 % of total employment in the EU market economy – and representing around 70% of EU GDP. Additionally, the European manufacturing industry is highly dependent on external service providers and consumes nearly 30% of the intermediate output of business related services, so called Industrial Services.

Unfortunately, managers of both manufacturing and supporting service organisations are facing massive difficulties when trying to integrate and synchronize their joint activities.

The EU funded project “Innovation, Coordination and Collaboration in Service Driven Manufacturing Supply Chains” (InCoCo-S) takes up this challenge and aims to improve the performance of the different supporting services and the manufacturing chain by developing a Service Oriented Reference Model.



AGENDA

09:00 – 11:00 Rationalize Service Business using Results from InCoCo-S

1. Optimize Service Processes using InCoCo-S Reference Model (IRM) for Industrial Services
2. Assess performance by implementing service performance measurement system (SPMS)
3. Analyze impact of services on business performance using dynamic simulation models
4. Enhance service planning by means of Computer Supported Negotiation Schemes (CSNS)

11:00 – 11:30 Coffee Break

11:30 – 12:30 Case Studies – Listen to the first experience of industry with IRM

1. Managing Growth in Windpark Maintenance using InCoCo-S Reference Model
2. Develop Integrated Services for Windpark Customer
3. Rationalize Third Party Logistic Processes with InCoCo-S Reference Model

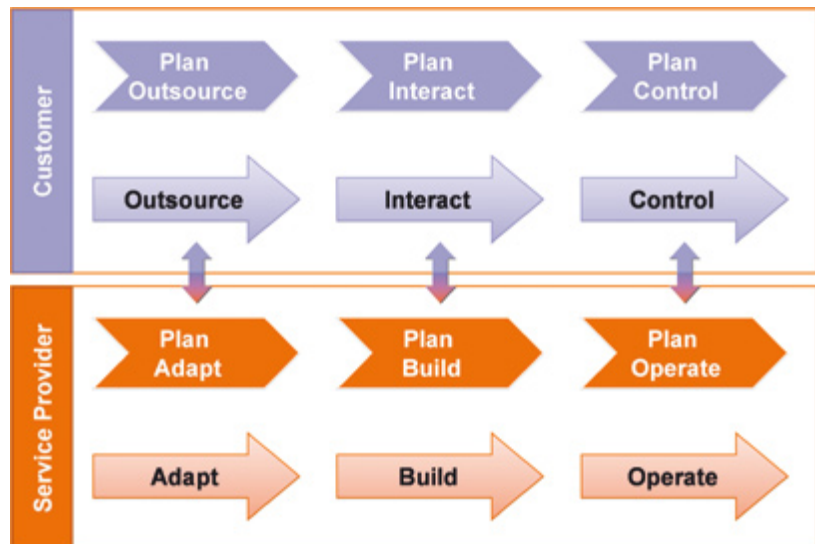
12:30 – 14:00 Interact & Network during the Posters Sessions & Live Demonstrations (including Lunch)

1. Process Modeling using Business Modeling Tools – Examples from ARIS, Bonapart
2. Service Performance Measurement System
3. VENSIM Simulation Tool for Customer - Service Integration
4. Demonstration of Coordination Schemes

InCoCo-S Reference Model (IRM)

One of the key challenges addressed by InCoCo-S is to improve the level of collaboration and integration by integrating service providers in the customer processes. Within this context the aim is to develop a business process oriented reference model called InCoCo-S Reference Model (IRM) for various industrial services like Third Party Logistics (3PL), Maintenance, Retrofit, Packaging and Quality Control.

IRM is a role-based process reference model based on enterprise architectural standards. It integrates AS-IS process mapping and TO-BE process design capabilities with operational performance setting and measurement to enable service providers to achieve best-in-class results, built on proven industry practices and supported by solutions and tools. The comprehensive IRM process repository contains standardized descriptions of service processes on different levels of detail, integrated Service Performance Measurement System (SPMS), Information Flow linking the processes and practically proven good / best practices.



Service Performance Measurement System (SPMS)

Service Performance Measurement System (SPMS) addresses the integrative character of industrial service operations by highlighting the interaction between customers and service providers. The SPMS provides both, service providers and customers with a structured set of comprehensive PIs, which are qualified for measuring service operations performance and are applicable to a wide range of industrial services.

Modeling of Business Processes using Simulation Models

The identified business processes, best practices and performance indicators to measure the quality of the collaboration between service providers and manufacturers are integrated into a computer-based simulation model. The developed model serves as a means to create a clear understanding on the dynamic and impact of service operations on supply chain networks.

Computer Support Negotiation Schemes for Planning Service Operations

Partner interactions, as (re-)negotiations of delivery quantities and prices, are common practice; suitable mechanisms, however, for guiding these negotiations effectively and in a standardized way are not available. Therefore, a Computer-Supported Negotiation Scheme (CSNS) for the enhancement of inter-organizational coordination processes was established. This CSNS can be employed to coordinate master plans among different types of manufacturers and service providers and is able to achieve coordination gains for appropriate business scenarios.

REGISTRATION

InCoCo-S

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Arabella Sheraton Düsseldorf Airport Hotel

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Hereby I register for the InCoCo-S Final Review Meeting. The participation is free of cost.

<input type="checkbox"/> Mr <input type="checkbox"/> Mrs	Name	First Name
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City	Country	
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