



InCoCo-S

Innovation, Coordination and Collaboration
in Service Driven Manufacturing Supply Chains

Introduction of Partners

Dr. Volker Stich



- **Short Description of FIR basic business/ strength/ ...**
 - Business: Nationally and internationally funded research and research-based consulting
 - Strengths: Operations Management, Production Management, Logistics, Maintenance, After-Sales Services, E-Business
- **General Interest in InCoCo-S**
 - Innovative Models for Integration of Service-Supply Chains, Business models/Coordination Strategies for embedded maintenance service, doctorate thesis
 - Project Management in multinational, multicultural, multilingual research project
- **Roles in InCoCo-S as defined in Annex 1**
 - Dr. Volker Stich: InCoCo-S Project Coordinator
 - Gerhard Gudergan: Head of Department Service Management
 - Amit Garg: Head of InCoCo-S Project Office [IPO], WPL 1, 6
 - Peter Bellmann: Financial Panel of EPO
 - Bert Lorenz: Technical & Technological Panel of EPO
 - Bogdan Nitu: Technical & Technological Panel of EPO



Dr.-Ing. Volker Stich

Managing Director FIR

Tel.: ++49 (241) 4 77 05 104
 Mobile ++49 (172) 2 53 77 05
 Fax.: ++49 (241) 4 77 05 199
 Email.: stich@fir.rwth-aachen.de
 Postal Address: Pontdriesch 14/ 16
 D-52062 Aachen



Amit Garg

Head of InCoCo-S Project Office

Tel.: ++49 (241) 4 77 05 439
 Mobile +49 (176) 2 00 56 026
 Fax.: ++49 (241) 4 77 05 199
 Email.: garg@fir.rwth-aachen.de
 Postal Address: Pontdriesch 14/ 16
 D-52062 Aachen



Bert Lorenz

Service Management

Tel.: ++49 (241) 4 77 05 225
 Fax.: ++49 (241) 4 77 05 199
 Email.: lo@fir.rwth-aachen.de
 Postal Address: Pontdriesch 14/ 16
 D-52062 Aachen



Gerhard Gudergan

Head of Department Service Management

Tel.: ++49 (241) 4 77 05 202
 Fax.: ++49 (241) 4 77 05 199
 Email.: gg@fir.rwth-aachen.de
 Postal Address: Pontdriesch 14/ 16
 D-52062 Aachen



Peter Bellmann

Head of Financial Administration

Tel.: ++49 (241) 4 77 05 130
 Fax.: ++49 (241) 4 77 05 199
 Email.: bellmann@fir.rwth-aachen.de
 Postal Address: Pontdriesch 14/ 16
 D-52062 Aachen



Bogdan Nitu

Service Management

Tel.: ++49 (241) 4 77 05 231
 Fax.: ++49 (241) 4 77 05 199
 Email.: ni@fir.rwth-aachen.de
 Postal Address: Pontdriesch 14/ 16
 D-52062 Aachen

□ ETH Zürich is the leading Swiss University

- ETH-Center for Enterprise Sciences (BWI) is part of the Management, Technology and Economics Department
- BWI: Research and Education in Logistics, Operations, Supply Chain- and Information Management

□ General Interest in InCoCo-S

- Methodical development and empirical assessment of relevant Performance Measurement Metrics to evaluate the impact of collaborative services in the integrated Manufacturing Supply Chain, doctorate theses
- Project Management in multinational, multicultural, multilingual research project

□ Roles in InCoCo-S as defined in Annex 1

- Leadership of WPs 2 and 4; Connector to main industry partner Sigpack Services; Quality and Risk Management
- Prof. Dr. P. Schönsleben: Head of ETH-Center for Enterprise Science
- Ingo Lange: InCoCo-S Project Office ETH Zurich
- Dr. Matthias Schnetzler: Quality and Risk Manager
- Oliver Schneider: InCoCo-S Project Office ETH Zurich



Prof. Dr. sc. math. Paul Schönsleben

Department: BWI ETHZ
Tel.: +41 1 632 05 10
Mobile: -
Fax: +41 1 632 10 40
Email: pschoensleben@ethz.ch



Dr. sc. techn. Matthias Schnetzler

Department: BWI ETHZ
Tel.: +41 1 632 05 34
Mobile: -
Fax: +41 1 632 10 40
Email: mschnetzler@ethz.ch



Dipl. Wirt.-Ing. Ingo Lange

Department: BWI ETHZ
Tel.: +41 632 05 22
Mobile: +41 76 5969 368
Fax: +41 632 10 40
Email: ilange@ethz.ch



Dipl. Wirt.-Ing. Oliver Schneider

Department: BWI ETHZ
Tel.: +41 632 05 55
Mobile: +41 78 6636 041
Fax: +41 632 10 40
Email: oschneider@ethz.ch

Swiss Federal Institute of Technology (ETH)
Center for Enterprise Science (BWI)
Kreuzplatz 5

CH-8032 Zürich

- **Short Description of ITEM-HSG basic business, strengths**
 - Basic business: research-based consulting and funded research with mainly manufacturing companies
 - Strengths: 10 years experience in service management, surveys, methods,...

- **General Interest in InCoCo-S**
 - Innovative solutions/models in service management, doctorate thesis, publications
 - Contact to other research institutes and partner companies

- **Roles in InCoCo-S**
 - Project leader: Dr. Heiko Gebauer
 - Project assistants: Bernold Beckenbauer, Regine Krempl, Felix Pütz

Team:

Dr. Heiko
Gebauer



Bernold
Beckenbauer



Regine
Krempf



Felix
Pütz



University of St. Gallen
Institute of Technology Management (ITEM-HSG)
Dufourstr. 40a
CH-9000 St. Gallen
Email: heiko.gebauer@unisg.ch

□ Short Description of POLIMI-DIG

- Business: POLIMI is the most important technical university in Italy and one of the biggest in Europe. Since 1985 POLIMI-DIG, with its 48 professors and 99 researchers, is active in public-funded research and research/consulting in collaboration with private companies.
- Core competences: Manufacturing Systems Design, Operations Management, Service Management, Logistics and Supply Chain Management, After-Sales Services, Maintenance

□ General Interest in InCoCo-S

- Enhancement of the S-SCOR including Business Service
- New models for business service integration in the Supply-Chain
- Embedded maintenance services
- Performance measures in Service-Supply Chains

Alberto Portioli Staudacher
Piazza L. da Vinci 32, 20133 Milano Italy
Phone +39 02 2399.2733
Fax +39 02 2399.2700
E-mail alberto.portioli@polimi.it

Marco Taisch
Piazza L. da Vinci 32, 20133 Milano Italy
Phone +39 02 2399.4815
Fax +39 02 2399.2700
E-mail marco.taisch@polimi.it

Marco Montorio
Piazza L. da Vinci 32, 20133 Milano Italy
Phone +39 02 2399.2721
Fax +39 02 2399.2700
E-mail marco.montorio@polimi.it

- **Short Description of SAP Business/Strength**
 - world's leading provider of business software solutions
 - the world's third-largest independent software supplier overall
 - 9,000 employees work in research and development teams at SAP

- **Focus of Development Center “Optimization in SAP Supply Chain Management”**
 - Optimizer in Supply Network Planning based on Mixed integer linear Programming
 - Optimizer in Production Planning and Detailed Scheduling based on Evolutionary Algorithms
 - Optimizer in Transportation Planning and Vehicle Routing based on Evolutionary Algorithms
 - Parallelization of optimizer engines based on Grid Computing
 - Strengths: Operations Research, Advanced Planning Systems, Development, Grid Computing

- **General Interest in InCoCo-S**
 - Innovative Models and Coordination Strategies for decentral planning in Supply Chain Management
 - Proof of concept of these models on customer scenarios in SAP Supply Chain Management

- **Roles in InCoCo-S as defined in Annex 1**
 - Prof. Dr. Heinrich Braun: Project Lead
 - Michaela Höhne: PHD-Programm

- **Short Description of Ventana Systems UK basic business/ strength/ ...**
 - Business: Consulting and training in System Dynamics modeling
 - Strengths: System Dynamics expertise, training, interface design

- **General Interest in InCoCo-S**
 - Application of holistic, system-wide modeling approach in evaluation of innovative solutions in integrated service-supply chains

- **Roles in InCoCo-S as defined in Annex 1**
 - Lee Jones: Research and Development in simulation based training

Mr Lee Jones

Director Ventana Systems UK Ltd

Tel.: +44 (0) 151 513 9779

Mobile +44 (0) 7835 588 577

Fax.: +44 (0) 70 9202 4736

Email: lee.jones@ventanasystems.co.uk

Postal

Address: 12 James Street, Oxtou
Merseyside, UK, CH43 5RD

Short Description of the Sigpack Services business

- Global provider of spare parts, modernization and field service for Bosch Packaging

General Interest in InCoCo-S

- Methodologies to quantify customer added value
- Improve transparency towards suppliers
- Identify new service business models

Role in InCoCo-S as defined in Annex 1

- Industrial partner

Urs Hafen

Head of Service Business Competecec Center

Tel.: +41 52 674 6783

Email.: urs.hafen@sigpack.com

Address: Industrieplatz 1
8212 Neuhausen

Marcus Setterberg

Project Manager

Tel.: +41 52 674 6259

Mobile +41 79 40 30 848

Fax.: +41 52 687 5049

Email.: marcus.setterberg@sigpack.com

Address: Industrieplatz 1
8212 Neuhausen

- **Short Description of H₂O basic business/ strength/ ...**
 - Business: Development, maintenance and training of enterprise frameworks and architectures, coaching of upper and middle managers esp. in SMEs in Business Process Management, Performance Management, Change Management
 - Strengths: Supply chain management, manufacturing, in- and outbound logistics, outsourcing
- **General Interest in InCoCo-S**
 - Work on specifications and industry requirements for new service reference models with manufacturing interfaces; development and validation of these models in industry environments and mirroring with standard reference models like SCOR, CCOR, DCOR and the emerging VCOR framework.
 - Integration of business process architectures with enabling I+C infrastructures, requirements for inter-enterprise collaboration.
- **Roles in InCoCo-S**
 - Herbert Heinzl: contributions in WP 2, 6, 8



BTC
TRAINING
CENTER

Management Workshops & Coaching

**Business Process
Training Center Europe**

A SCOR Training Company
SCORE-Cards für Ihr Unternehmen

Herbert Heinzl
Management Coach

von Rehlingenstrasse 58a
D-86356 Neusäss Germany
+49 821 486 1268
+49 171 334 2367
herbert.heinzl@score-cards.de
www.score-cards.de

□ **Short Description of ICM basic business and action fields**

- Business: private R&D organization, product and process development, strategic networking structures
- Strengths: Project Management, Networks and Cooperation for production, purchasing, marketing..., R&D management for SME, Personnel Development,

□ **General Interest in InCoCo-S**

- Improvement of the international competitiveness of regional SME by proven models for integrative service-supply chains, innovative hybrid products and performances and adequate business models and management procedures
- New contacts and increase of the experiences in the field of international research projects

□ **Roles in InCoCo-S as defined in Annex 1**

- Mrs. Dr. Heidrun Steinbach: Project Coordinator for ICM tasks
- Mr. Bernd Schädlich: Project Manager
- Mrs. Veronika Wanke: Financial and Calculation

Mrs. Dr.-Ing. Heidrun Steinbach

Managing Directress ICM e.V.
 Tel.: ++49 (371) 5347 526
 Mobile ++49 (172) 3463151
 Fax.: ++49 (371) 5347 527
 Email.: hstein@icm-chemnitz.de
 Postal Address: Annaberger Straße 240
 D-09125 Chemnitz

Mr. BW Bernd Schädlich

Project Manager ICM e.V.
 Tel.: ++49 (371) 5347 515
 Mobile ++49 (172) 7918686
 Fax.: ++49 (371) 5347 527
 Email.: bernd.schaedlich@icm-chemnitz.de
 Postal Address: Annaberger Straße 240
 D-09125 Chemnitz

Mrs. Dipl.-Ing. Veronika Wanke

Project Controlling ICM e.V.
 Tel.: ++49 (371) 5347 528
 Fax.: ++49 (371) 5347 527
 Email.: wanke@icm-chemnitz.de
 Postal Address: Annaberger Straße 240
 D-09125 Chemnitz

- **Short Description of SKF basic business/ strength/ ...**
 - leading global supplier of products, customer solutions and services in the rolling bearing, seals business and related businesses
 - optimising plant asset efficiency and maintenance through mechanical services, preventive maintenance, condition monitoring and systems for decision support in maintenance work
- **General Interest in InCoCo-S**
 - Development of an integrated asset management system
 - New coordination strategies which facilitates exchange of information from different monitoring systems
- **Roles in InCoCo-S as defined in Annex 1**
 - Business Partner for Business Case III “Embedded Maintenance Service”

Dr. Bernd Bauer

Head of Department Vibration Specialists SKF GmbH

Tel.: ++49 9721-56-3803

Fax.: ++49 9721-56-2372

Email.: bernd.bauer@skf.com

Postal Address: Gunnar-Wester-Strasse 12
D-97421 Schweinfurt

Stefan Schleyer

Department Vibration Specialists SKF GmbH

Tel.: ++49 9721-56-0

Fax.: ++49 9721-56-3257

Email.: stefan.schleyer@skf.com

Postal Address: Gunnar-Wester-Strasse 12
D-97421 Schweinfurt

- **Short Description of UNITECH basic business and action fields**
 - UNITECH is a sales and service company in mechanical engineering; Milling and turning engineering
 - Another field with a great deal of potential is retrofitting, especially in Russia, thousands of machine tools are waiting for spares, repair, overhaul and modernization

- **General Interest in InCoCo-S**
 - We look for possibilities to use new innovative solutions for our interests via ICM. New contacts and increase of our experience in the field of retrofitting
 - Improvement of the international competition; new contacts and increase of our experience in the field of retrofitting

- **Roles in InCoCo-S as defined in Annex 1**
 - Mr. Michael Gramer: Project Coordinator for UNITECH tasks
 - Mr. Bernd Biermann: Service staff/ 2nd contact person for information
 - Mrs. Lissi Schmidt: Controlling

Mr. Dipl.-Ing. Michael Gramer

Managing Director UNITECH-Maschinen GmbH
Tel.: ++49 (371) 400 2912
Mobile ++49 (172) 3058733
Fax.: ++49 (371) 400 2999
Email.: gramer@unitech-maschinen.de
Postal Address: Clemens-Winkler-Str 6
D-09116 Chemnitz

Mr. Dipl.-Ing.(FH) Bernd Biermann

Spare part service & sale; UNITECH-Maschinen GmbH
Tel.: ++49 (371)400 2924
Fax.: ++49 (371) 400 2980
Email.: b.biermann@unitech-maschinen.de
Postal Address: Clemens-Winkler-Str.6
D-09116 Chemnitz

Mrs. Lissi Schmidt

Controlling UNITECH Maschinen GmbH
Tel.: ++49 (371) 400 2914
Fax.: ++49 (371) 400 2999
Email.: schmidt@unitech-maschinen.de
Postal Address: Clemens-Winkler-Str.6
D-09116 Chemnitz

□ Short Description of HIT basic business and action fields

- Competencies: mechanical engineering (modernization, general overhaul and alterations, adaptation of assembly lines, appliances); electrical engineering; steel girder construction; maintenance and assembly (maintaining services, production transfer, assemblies, tool repairing, tool management); railway technologies (modernization and repairing of railway specific machine tools and equipment).
- Strengths: complete and comprehensive servicing in plant maintenance, maintenance of assembly lines, production support, tool management, engineering services and residue management.

□ General Interest in InCoCo-S

- development of optimal structures and tools to coordinate the partners and testing in reference models and of efficient evaluation and calculation procedures for technical services
- development of methods for the strategic planning of new innovative services as well as for the development of network structures for their implementation
- generalization of results and experiences for the use of interested SME

□ Roles in InCoCo-S as defined in Annex 1

- Mr. Dipl.-Ing. Dieter Vogtländer: Project Coordinator for HIT tasks
- Mr. Dr. Bernd Weber: Project Manager

Mr. Dipl.-Ing. Dieter Vogtländer

Managing Director Hörmann IT

Tel.: ++49 (371) 9146601

Fax.: ++49 (371) 9146604

Email.: chemnitz@hoermann-it.de

Postal Address: Paracelsusstr. 10
D-09114 Chemnitz

Mr. Dr. Bernd Weber

Project Manager Hörmann IT

Tel.: ++49 (371) 9146629

Fax.: ++49 (371) 9146604

Email.: chemnitz@hoermann-it.de;
dr.b.u.c.weber@t-online.de

Postal Address: Paracelsusstr. 10
D-09114 Chemnitz

- **Short Description of Technology Industries of Finland**
 - With about 1200 member companies Technology Industries of Finland represents the country's largest industrial sector and is responsible for about half of the total industrial production, personnel and exports in Finland. The **Innovation Environment** unit boosts **business and technology development** among member companies.

- **General Interest in InCoCo-S**
 - Innovative models for intergration of Service-Supply Chains, Business models, Models for performance measurement of service organization
 - International network for **BestServ Forum** (abt. 30 companies)

- **Roles in InCoCo-S as defined in Annex 1**
 - Mr. Ilkka Niemelä – Group Manager
 - Mr. Vesa Salminen – Advisor, expert in service business



Ilkka Niemelä

Group Manager

Tel.: +358 9 1923 288
Mobile +358 40 545 2213
Fax.: + 358 9 624 462



Vesa Salminen

Advisor

Tel.: +358 9
Mobile +358 40 544 1577
Fax.: + 358 9 624 462

- **Short Description of COMAU basic business/ strength/ ...**
 - global supplier with a world-wide organisation aiming to support its customers on a global basis
 - Comau SERVICE, Business Unit of Comau S.p.A. is one of the largest European provider of Maintenance Services

- **General Interest in InCoCo-S**
 - a process model to approach medium sized companies for maintenance services offering
 - a system of key indicators regarding performance index
 - improve operating performances through a better coordination with the customer operations

- **Roles in InCoCo-S as defined in Annex 1**
 - Business Partner for Business Case II “Embedded Maintenance Service”

Mr. Luca Mastinu

Tel.: ++39 (335)7464951

Email.: luca.mastinu@comau.com

- **Short Description of INM basic business/ strength/ ...**
 - INM Partner Inc., was grounded 1989. The manufacturing is mostly concentrated to involve prototypes and machinery details which requires accuracy. These parts are delivered directly to customers.
 - The machinery equipment includes both advanced CNC-machines and conventional machines.

- **General Interest in InCoCo-S**
 - The objective now for INM Partner is to widen the market to offer services to more western European companies with need for precision manufacturing of prototypes and small series.



Mr. Imre Polonkai

INM Partner Kft

4028 Hungary, Debrecen
Balmazújvárosi road 10.

Tel.: +36-52-417-693

Fax: +36-52-523-760

E-mail: ipolonkai@axelero.hu

- ❑ **Short Description of ADIGE basic business/ strength/ ...**
 - specialised in design and manufacturing of machines and system for tube solids and profile cutting
 - ADIGESYSTEMS SpA is a world leading manufacturer of machines and systems for tube, solids, wire and profiles processing
- ❑ **General Interest in InCoCo-S**
 - Increase efficiency by reducing downtime in an efficient way
 - Increase delivery speed and delivery reliability and improving integration between maintenance and production planning
 - Developing of competencies in the focus area of customer service
- ❑ **Roles in InCoCo-S as defined in Annex 1**
 - SME Partner

Mr. Alberto Longobardi

Production Manager

Tel.: ++39 (0461) 729000

Fax.: ++39 (0461) 701410

Email: alberto.longobardi@adige.it

Postal Address: via per Barco 11
38056 Levico Terme (TN)

- **Short Description of ILT basic business/ strengths/ ...**
 - Business: Company funded research and training
 - Strengths: Production Planning and Scheduling, Advanced Planning Systems, Logistics

- **General Interest in InCoCo-S**
 - Requirements, concepts and models for collaborative planning among industrial partners and logistic providers
 - Doctorate thesis
 - Cooperation between high standard research institutes and partners from industry

- **Roles in InCoCo-S**
 - Prof. Dr. Hartmut Stadtler: Workpackage Leader “Computer Supported Negotiation Scheme (CSNS)”
 - Carolin Puettmann: Research Assistant
 - Martin Albrecht: Research Assistant (from summer 2006)



Prof. Dr. Hartmut Stadtler

Head of Institute for Logistics and Transport

Tel.: ++49 (40)42838 - 5338

Fax.: ++49 (40)42838 - 6283

Email: hartmut.stadtler@uni-hamburg.de

Postal Address: Von-Melle-Park 5
D-20146 Hamburg



Carolin Puettmann

Research Assistant

Tel.: ++49 (40)42838 - 4684

Fax.: ++49 (40)42838 - 6283

Email: carolin.puettmann@uni-hamburg.de

Postal Address: Von-Melle-Park 5
D-20146 Hamburg



Martin Albrecht

Research Assistant

Tel.: ++49 (40)42838 - 2089

Fax.: ++49 (40)42838 - 6283

Email: martin.albrecht@uni-hamburg.de

Postal Address: Von-Melle-Park 5
D-20146 Hamburg



**Technology
Industries
of Finland**



H₂O
SCORE-cards für Ihr Unternehmen

ETH

Eidgenössische Technische Hochschule Zürich
Swiss Federal Institute of Technology Zurich

Sigpack

[‘hoeʁmann:]



**POLITECNICO
DI MILANO**



BLM GROUP
 **ADIGE**



Universität St Gallen



Thank you for your Attention!



*Forschungsinstitut für
Rationalisierung
an der RWTH Aachen*

*Dr.-Ing.
Volker Stich
Managing Director*

Pontdriesch 14/16, D-52062 Aachen

*Tel. ++49 / 241 / 47705 - 104
Fax ++49 / 241 / 4 77 05 – 199
e-mail: volker.stich@fir.rwth-aachen.de*