The value of integrating your Service Organization within PLM

When most organizations or professionals are asked "Where is Product Lifecycle Management (PLM) typically utilized"? The answer you get is "Engineering". The vision and focus in most organizations are exactly that. A large enterprise benefit for implementing PLM, is leveraging PLM in the company's Service Organization. Leveraging PLM within Service is mostly an afterthought at best.
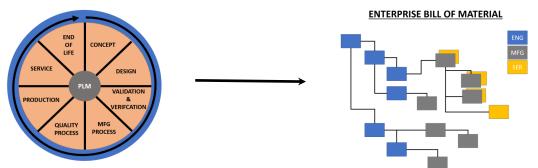
VALUE DRIVER #1:

Utilizing PLM within the Service context of the organization enables higher quality service of your products at a lower cost. This is realized by utilizing the product information that has been created within the product development environment. This also results in the inclusion of the service and support phase of the product lifecycle within the company's overall PLM vision and strategy. PLM can provide a single source of information and knowledge for the product during design and service. PLM enables reuse of design and manufacturing data to enhance service content and incorporate service feedback to support "design for serviceability", as well as, other product improvement initiatives.

VALUE DRIVER #2:

An additional enabler that PLM delivers when you integrate service within its scope, is a full lifecycle bill of material with associated change management and product configuration. You can utilize a bill of material with different views and stages for "Engineering BOM", Manufacturing BOM", and "Service SBOM". As product changes are introduced for the product, this will ensure that all associated information and functions are included and can evaluate and make the necessary edits/additions to their product information—Engineering information, Manufacturing information or Service information.

VALUE DRIVER #3:

PLM can incorporate "All" product requirements within the same product development process and environment. The requirements and specifications starting with systems engineering, designing for manufacturing and assembly to designing for serviceability and end of product life. This ensures that organizations share a common understanding of support requirements and service teams can coordinate operational activities for greater compliance, faster service, and lower costs.

As you go down the PLM path within your organization, rationalizing and including "Service" within the PLM vision, strategy and roadmap from the onset will minimize the rework in terms of{

- Bill of Material architecture
- Data Architecture
- Process/Workflow development

If you'd like to know more on this subject you can either:

Contact us by phone: 269-281-7567 or by email at info@driven-4.com

OR

If you are attending PTC LiveWorx in Boston (June10-13)come by and see us at our booth!

Next Month: An in-depth look at Enterprise Bill of Material Managment