

# Bridges

## Solution Study Sheet

### International leading manufacturer to the Industrial and Automotive sectors



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## Business Overview

- The company is the world's second-largest maker of industrial products, with a strong history and reputation.
  - Renowned and reliable partner to industry worldwide.
  - High level of engineering and manufacturing expertise.
- The company comprises three divisions:
  - Automotive - Partnerships with nearly all automotive manufacturers and primary suppliers.
  - Industrial and Aerospace - hundreds of thousands of products for more than 40,000 customers in over 60 sectors of industry.
- The company group-wide corporate functions managed by central units (e.g., purchasing, manufacturing technology, quality, information management, marketing) ensure uniform processes and best-practices worldwide.
- Global, privately held company.
  - Around 100,000 employees worldwide.
  - Tens of manufacturing locations and sales offices in over 50 countries.

## Industry Challenges

- The company has survived the economic recession and remains a robust organization. Securing the future through:
  - Strong manufacturing technologies for precision products.
  - Faultless quality and reliability of products and services.
  - A global strategy with standardized manufacturing methods and centers of expertise that consolidate know-how.
- Major investment in research and development, state-of-the-art simulation methods, laboratories, and testing facilities.
  - Systematic R&D management and consolidation of local and regional expertise into an efficient network.
  - Development of new products, systems and solutions tailored to the market, and in close cooperation with customers.
  - Company holds around 20,00 patents with over a thousand patent applications every year.
- The quality of processes and products is a top priority. "Zero-defect quality" is a company goal.

- Consistent and efficient quality management in all phases, from development to manufacturing, to guarantee the highest possible level of product reliability.
- High quality standards are checked and closely monitored during regular audits in all company divisions.
- Future outlook:
  - Maintain company strength of innovation, customer focus and quality.
  - Continuous growth and expansion, particularly in evolving markets such as Asia and Eastern Europe.
  - Capabilities for manufacturing all required components for electric cars; industry leadership in electric mobility.

## Client Situation

- The company extends worldwide and employs thousands of information workers.
- The company parts and components are used in industries where safety and reliability are paramount. Product failures can be lethal; therefore, quality control is crucial.
- QA standards and procedures are implemented across the entire organization, aligning manufacturing units that do not typically communicate or collaborate with each other.
- Enormous amounts of information, standards, and procedures need to be recorded, organized, and disseminated.
- Company invests heavily in developing and cultivating a **knowledge management system**. Workers routinely receive time and facilities to record and exchange knowledge.

The Head of Knowledge Management at the company, describes the process:

- Establishment of a formal company knowledge management database began about 10 years ago.
- The primary goals:
  - Create a common lexicon of technical terminology and product names.
  - Formulate information that exists only as human knowledge, in the minds of employees.

- Standardize management, manufacturing, and quality processes.
- Get information as close as possible to the users, as quickly as possible.
- The company needed a system that would allow them to collect and create a database of information and bring this information to company employees.

## Bridges Solution

According to Knowledge Manager:

- In searching for knowledge management tool, the company discovered Bridges, which fulfilled many of the company requirements:
  - Delivers definitions, translations and other search results in fractions of a second, triggered by a simple point-and-mouse click.
  - Results can include images and links to other documents and data systems, including the knowledge database developed by the company.
  - Easily deployed in the company. Simple, intuitive interface led to quick adoption by users.
- Once the company started using Bridges, they found other areas of information and knowledge that could be delivered to users. Bridges was especially valuable in exposing hidden (and even lost or forgotten) information that was residing in small and various data sources.
- Bridges was an excellent solution for aggregating data sources and giving users one-click access to all relevant information results.
- The company employees like being able to reach information without having to search.

### Solution Description

The company is continually adding new Bridges information sources and expanding the range of information available to employees in a single-click.

### SAP – Quality

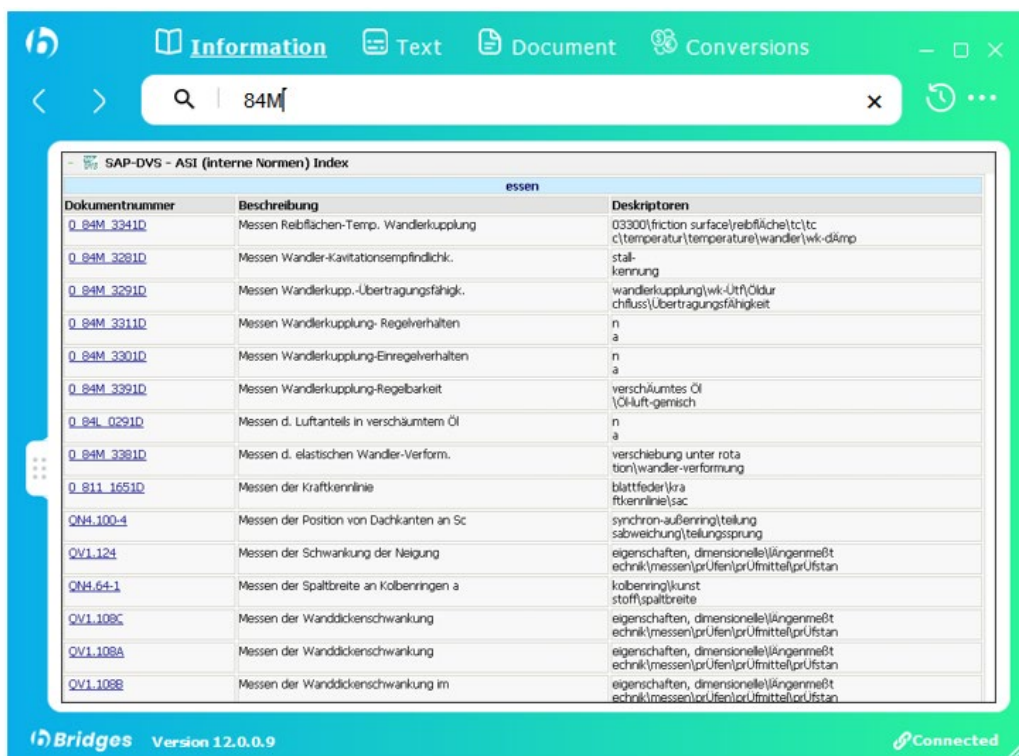
*Quality is the heart of the company organization.*

- QA information and data is stored in a complex SAP system. The SAP system is not intuitive; users who do not access it regularly tend to forget how to login and use the system, resulting in calls to IT assistance and work-time inefficiency.
- Bridges serve as a bridge to the SAP system. It enables constant, easy and quick access to the resources in SAP.

- Six SAP-DVS (Quality) sources.
- Two SAP-MKB (Abbreviations) sources.

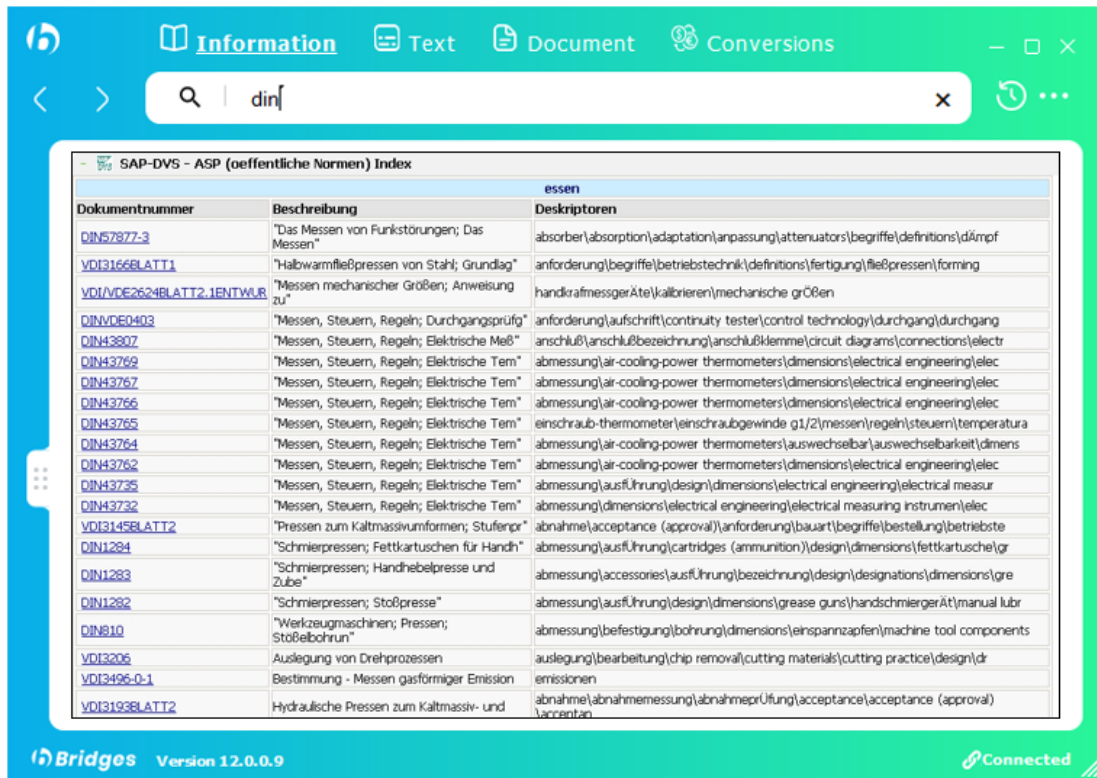
### SAP-DVS – ASI

- A library of documents containing internal company standards.
  - Defined by ISO committees.
  - Includes failure analyses.
  - New product development is based on these standards.
- Bridges shows document number (linked to actual document), title and description:



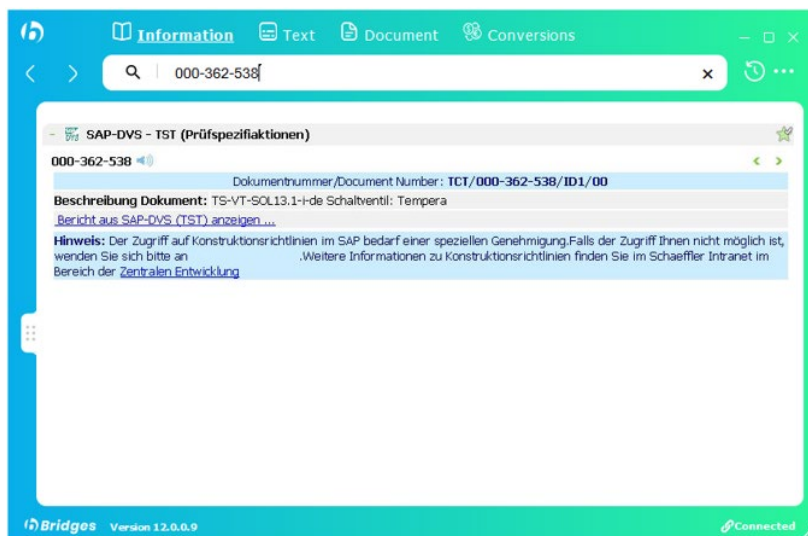
### SAP-DVS – ASP

- A library of documents containing external standards.
  - Industry standards and regulations
  - DIN (the German Institute for Standardization) standards
- Bridges shows document number (linked to actual document), title and description:



## SAP-DVS – TST

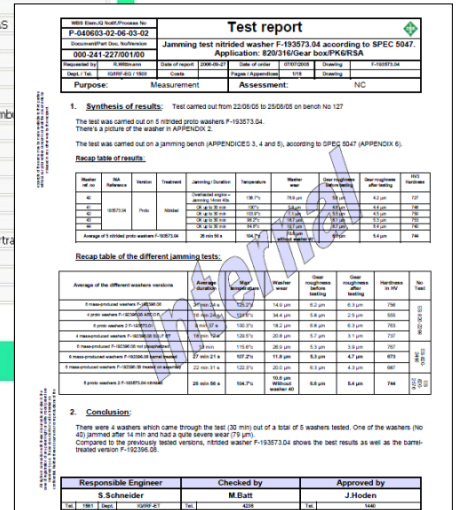
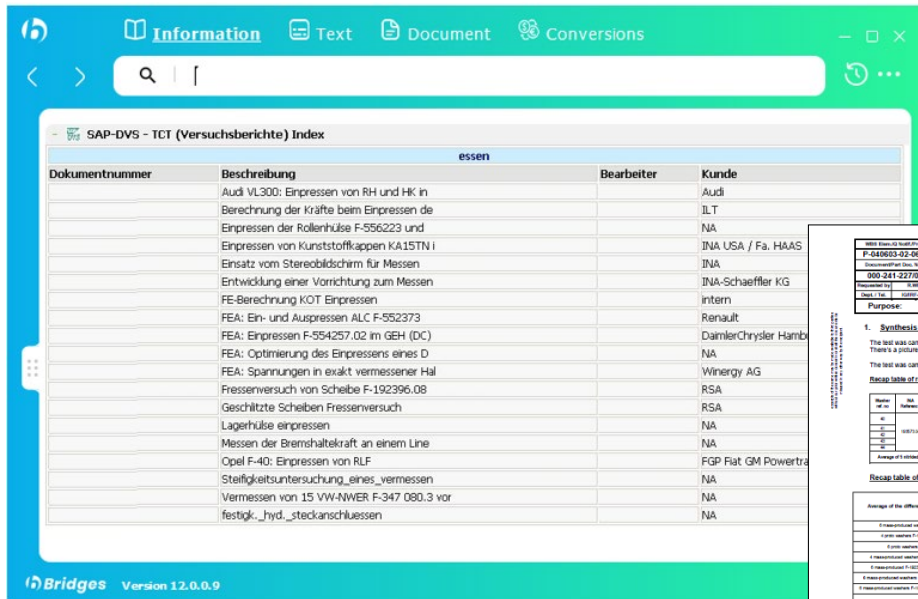
- A library of testing specifications: Defines how a test is performed, QA specifications, and DIN standards. Tests required prior to releasing product to market.
- Bridges shows the title, number and brief description of the relevant document, with links to the actual document:



## SAP-DVS – TCT

- A library of test reports.

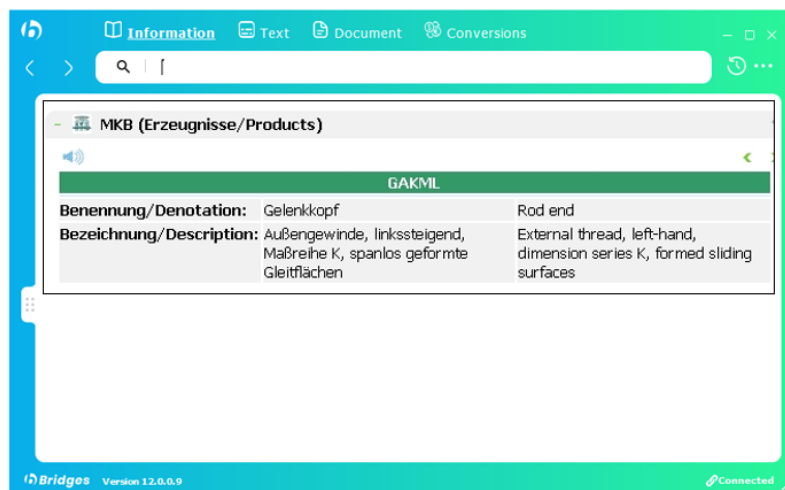
- Bridges shows document number (linked to actual document), document owner (person responsible for report) and customer:



+Link to actual report:

## MKB


- Information from SAP database of materials.
- Bridges shows meaning and correct abbreviations for all products; includes parts built by the company (products) and purchased OEM parts used for assemblies (non-products)





## Company Directory (HR)

- Information from company intranet.
- The most popular and most frequently used Bridges source by company employees.
- The method most preferred for accessing colleagues' contact details.
- Important contact info is displayed in one click. No need for additional search.
- Hierarchical information (subordinates/manager) considered extremely useful.
- Link to Further Information presents details about the employee's job and projects the employee is involved in.



The screenshot shows the Bridges HR-Ansprechpartnersystem interface. The top navigation bar includes 'Information', 'Text', 'Document', and 'Conversions'. A search bar is visible. The main content area displays details for an employee, including location, department, and contact information. Below this, there is a table of employees.

Nachname	Vorname	Telefon	Planstelle	Orgeinheit
	Lydia (f)		SZ. Wissensmanagement	Wissensmanagement
	Simon (m)		Externer Mitarbeiter	Wissensmanagement
	Norbert (m)		SZ. Wissensmanagement	Wissensmanagement
	Ines (f)		Externer Mitarbeiter	Wissensmanagement
	Annette (f)		SZ. Wissensmanagement	Wissensmanagement
	Christiane (f)		SZ. Terminologie	Wissensmanagement
	Andreas (m)		Diplomand	Wissensmanagement
	Kurt-Juergen (m)		SZ. Wissensmanagement	Wissensmanagement
	Sophie (f)		Ausbildung Industriekaufmann/frau	Wissensmanagement

The interface also shows a 'Mitarbeiter' section with a table of employees. The bottom status bar indicates 'Bridges Version 12.0.0.9' and 'Connected'.



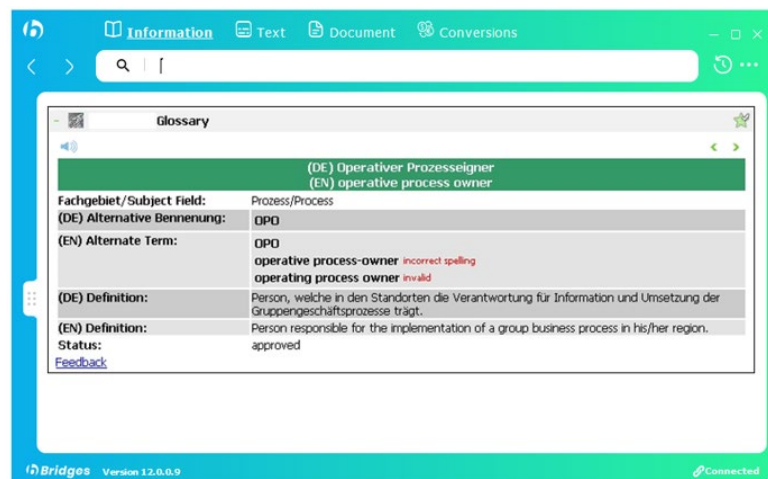
## Management Procedures

- Procedures – Management Handbook
- Bridges shows the German and English titles of procedures, and links to the document that describes and details each procedure.

essen	
Prozedur (DE)	Procedure (EN)
<a href="#">P 172013 Änderungen an Prozessen</a>	<a href="#">P 172013 Process modifications</a>
<a href="#">P 172019 Richtlinie zur Verifizierung von Produktionsprozessen</a>	<a href="#">P 172019 Guideline for Verification of Manufacturing Processes</a>
Weitere Informationen und Suchmöglichkeiten finden Sie im <a href="#">Management-Handbuch der [ ] Gruppe</a> . For more information and search features have a look to the <a href="#">[ ] Group Management Handbook</a> .	

## Company Glossary

- Based on Trados software for translation memory and terminology management.
- Standardized translations and definitions of terminology used within the company ensures consistent use throughout the organization.
- Bridges shows German and English definitions, alternate terms, and correct usage.



Glossary	
(DE) Operativer Prozesselgner (EN) operative process owner	
Fachgebiet/Subject Field:	Prozess/Process
(DE) Alternative Benennung:	OPD
(EN) Alternate Term:	OPD operative process-owner <i>incorrect spelling</i> operating process owner <i>invalid</i>
(DE) Definition:	Person, welche in den Standorten die Verantwortung für Information und Umsetzung der Gruppengeschäftsprozesse trägt.
(EN) Definition:	Person responsible for the implementation of a group business process in his/her region.
Status:	approved
<a href="#">Feedback</a>	

## Company Wiki

- The company established a Wiki system to provide a common facility for collecting and organizing the wealth of accumulated knowledge and making it accessible to all employees.
  - Subject matter experts, longtime employees at company, record their knowledge.
  - Information is aggregated as more employees add to the knowledge-base.
  - Wiki has a FAQ (question and answer) structure.
- Bridges delivers the Wiki content.

- Very easy for users to get the answers they need.
- Bridges interface has made Wiki a very popular tool among employees.



## Value Obtained

- Bridges brings uniformity to communication among employees, consistency in use of terminology, product names, processes and procedures.
- Bridges eliminates the need for emails and telephone calls; information can be obtained without interrupting workflow.
- Bridges is a primary search tool for employees. Information can be obtained directly from within the context of other applications (email, spreadsheets, and text documents).
- The company tracking of Bridges shows extremely high usage among employees. In a survey of employees' use of search tools, Bridges had top scores. User responses:
  - "Don't ever take away Bridges."
  - "Any search solution must be like Bridges."
  - "Bridges is one of the most helpful tools."

According to Knowledge Manager:

- Companies today are facing the challenge of competing in a complex and global market. To achieve success, they must expand their operations into new locations and countries. That creates a strong need for the distribution of information and efficient communication across internal organizational divisions as well as language borders. Bridges offers an excellent solution in this respect.
- Companies such as ours, which mass-produce millions of parts every year for industries that require the highest levels of reliability and safety, must ensure that QA standards and processes are uniformly implemented throughout all management and manufacturing operations. Bridges is instrumental at the company in this regard.
- Knowledge management and access to knowledge are critical to securing the company's future. Bridges is playing a significant role in helping the company achieve its goals.