

OSME Showcase: Issue Management

Companies have found that using a common platform to manage deviations has improved process transparency in both directions, reducing the time taken to resolve an issue by joining forces to find the right root cause analysis to prevent other problems. To address this challenge, Wärtsilä and Roima Intelligence joined forces to design a new common process and data flow for how to share deviations in a secure way and to bring added value to companies sharing information between each other.

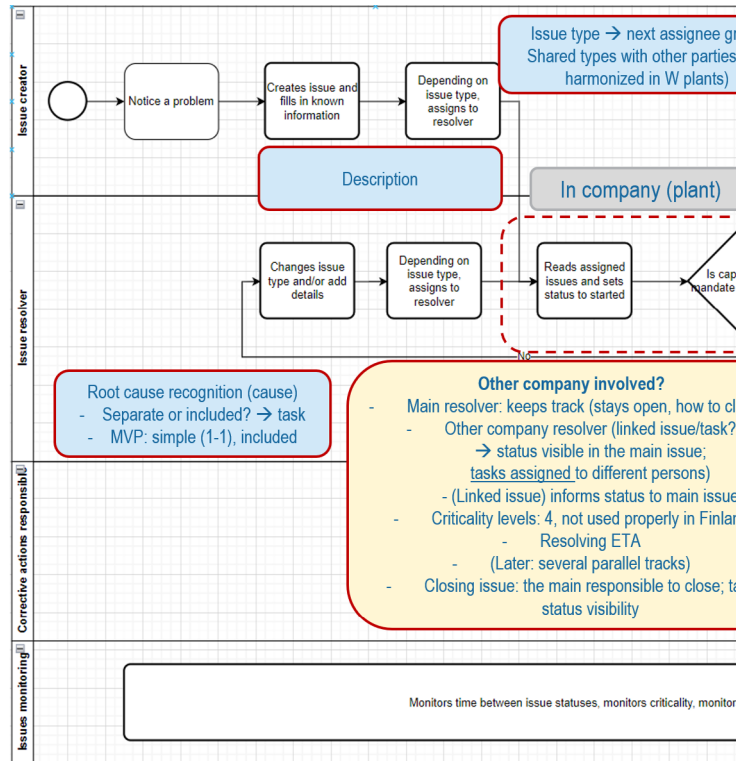
The Issue Management solution has been developed based on a high-level architecture using a new taxonomy developed by the OSME partners integrating the features of Wärtsilä's Dot connector application and the Lean System software of Roima Intelligence.

The main challenge has been how **to share data in a secure way without exposing restricted data**. This has been solved by an intermediate layer responsible for managing and addressing API calls and enabling secure communication between parties.

Sharing information between companies and suppliers is a crucial aspect for successful manufacturing operations. This **exchange of information** will provide greater transparency in the collaboration, thereby aiding in a timely and efficient resolution of issues. **Sharing issues** can encompass matters related to product quality, delivery timelines, financial aspects, or technological innovations.

Effective two-way communication facilitates joint problem-solving, enhances resource management, and strengthens business relationships. However, it's essential to **establish clear protocols** for information sharing, ensuring confidentiality and respect for sensitive data. Ultimately, open and responsible sharing of issues between a company and its supplier constitutes a fundamental pillar for achieving shared objectives and maintaining a lasting partnership when addressing volatile business landscapes in an adaptive and efficient way.

The next step will be to start sharing deviations between parties defining the resolution process and the team that will be engaged in root cause analysis.



Impacts:



- Better visibility and sharing data on production status
- Reduced lead time for issue resolution.
- Improved root cause analysis definition
- More advanced statistical analysis utilizing issue data from several companies.

Collaborators: Wärtsilä and Roima Intelligence

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For more information on the Open Smart Manufacturing Ecosystems initiative, please visit mexfinland.org/osme

