

Knowledge Manager

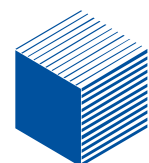
Software for Managing Service Feedback

Reporting, Managing and Distributing Feedback of Service Technicians and/or Dealers

Version: 5.0

Docware GmbH, Fuerth

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1 Knowledge Manager

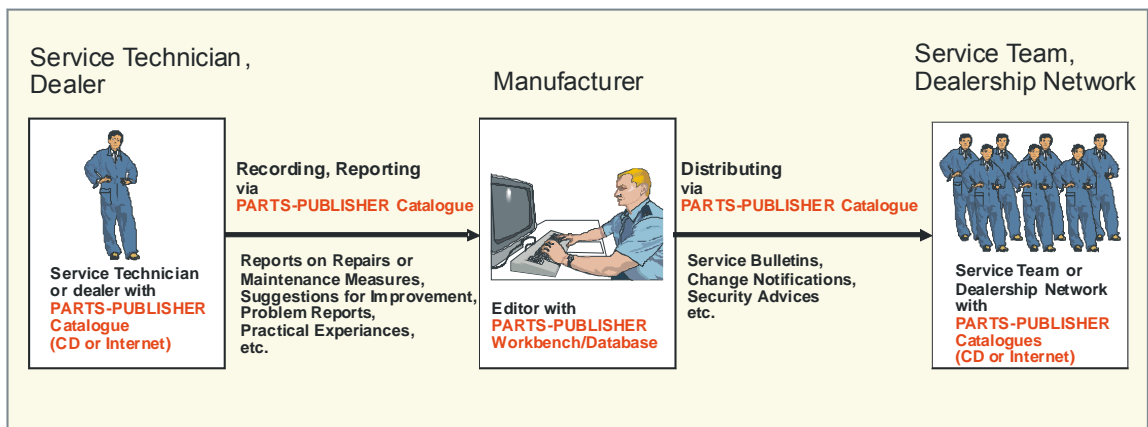
1.1 Requirement

Knowledge and experience in technical service are frequently linked to specific persons. Making personal knowledge available to the entire service team or service organisation is an important factor that improves effectiveness and know-how.

1.2 Solution

Knowledge Manager is an additional solution to the spare parts catalogue software PARTS-PUBLISHER that enables professional reporting and effective exchange of service feedback.

The tool enables service technicians - including those in field service - to document experiences and notes directly in the electronic catalogue and provide prompt feedback to their company. Notes and reports (e.g. repair reports, error messages, suggestions for improvement, information on conversions or changes in construction status) may be directly entered in the PARTS-PUBLISHER catalogue and transferred to the catalogue editorial staff by a few mouse clicks. At the editorial department Knowledge Manager is used for processing and management of reported information. Feedback which is of general interest may be processed and distributed to authorised catalogue users by integrating feedback in the parts catalogue or establishing a central know-how pool.



Service technicians only need a laptop or a PC, an Internet connection and a PARTS-PUBLISHER spare parts catalogue (CD or Internet catalogue) to use Knowledge Manager for reporting and accessing information. Thus a fast exchange of various types of service feedback between all locations is possible without time and effort. Information entered by service technicians immediately following their activity locally at the customers plant may be made available to other service technicians at other locations promptly.

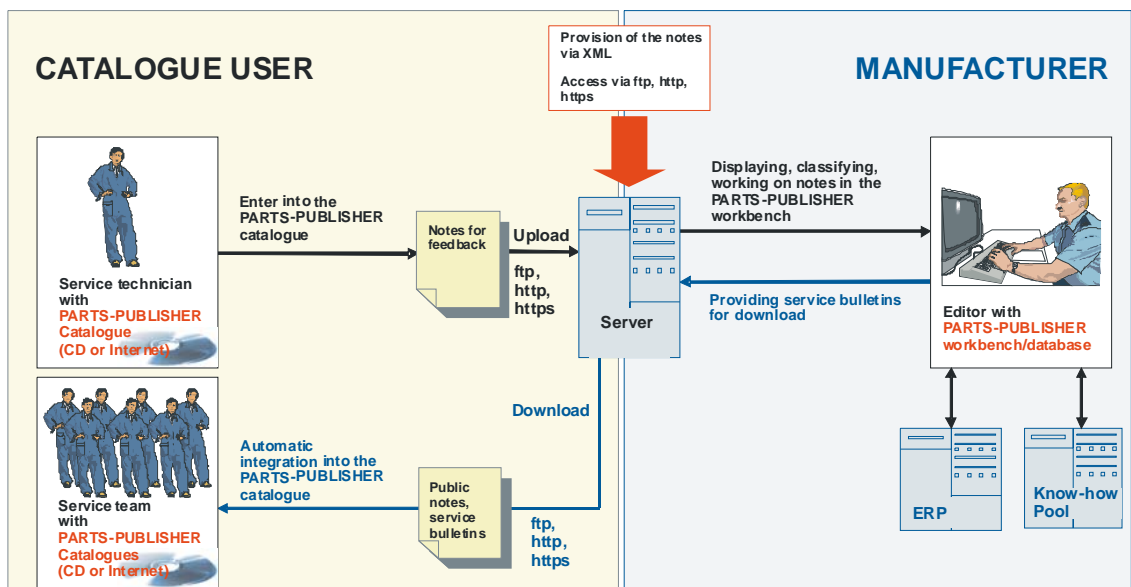
1.3 Implementation areas

- Reporting of service feedback
- Making experience and know-how of individual technicians available to everyone
- Change management (documentation of changes in construction status)
- Machine/device/system file
- Establishment of a know-how database

1.4 Practical for

- Widespread service organisations
- Larg number of aftersales service technicians, dealers etc.
- Establishment of a know-how database

1.5 Method/overview diagram



1.6 Workflow

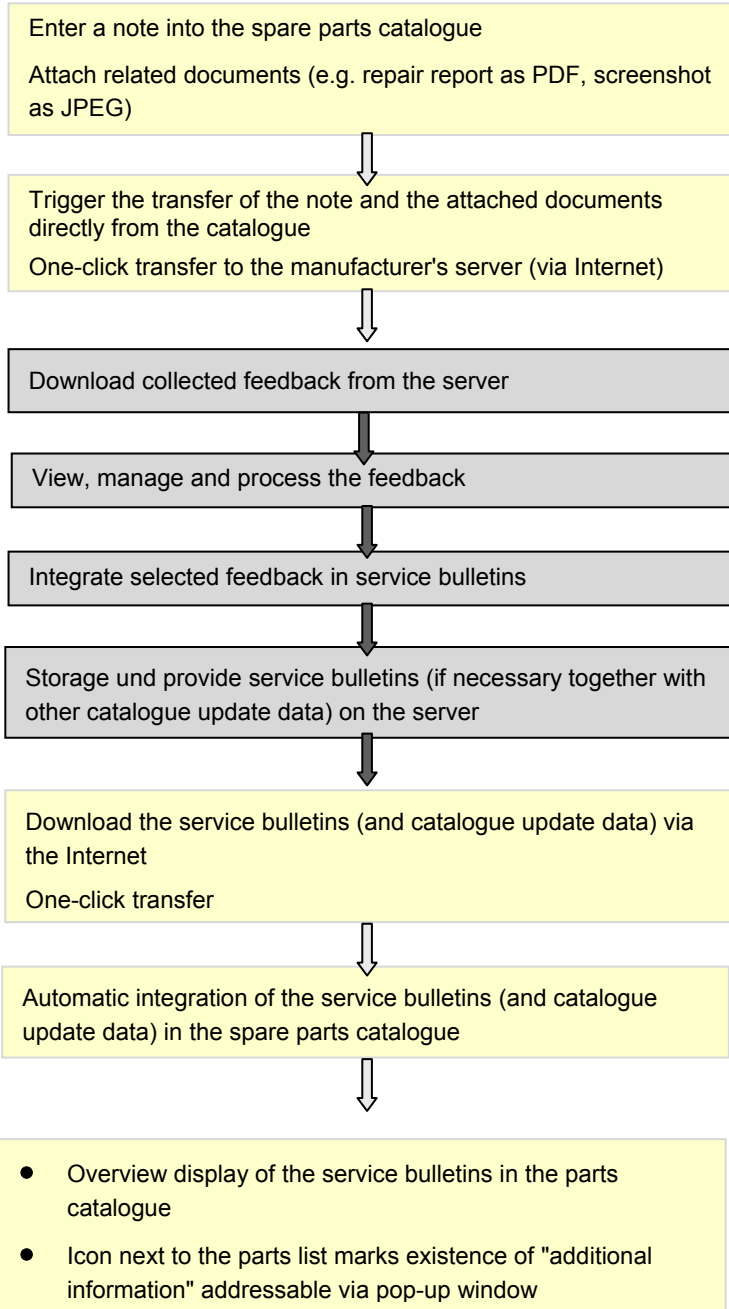
**Service technicians,
dealers**





**Catalog editor at
manufacturer's plant**




**Service team,
service
organisation,
dealer organisation**



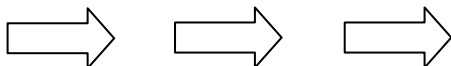
1.7 Improvements by using Knowledge Manager

	Before (without Knowledge Manager)	After (with Knowledge Manager)
Acquire feedback 	No controlled, practice-oriented method for recording feedback of service technicians and/or dealers.	PARTS-PUBLISHER and the additional tool Knowledge Manager offer a standardised, structured, easy-to-use method for recording service feedback.
	Feedback is given - if at all – arbitrarily on paper, by telephone or e-mail.	Feedback is reported via the spare parts catalogue and becomes part of the repair or maintenance process.
	Feedback is given without clear allocation to machines, devices, modules or parts.	Allocation of feedback to machines, devices, modules or parts is always clear because feedback is entered at the particular position in the catalogue.
	Documenting and reporting of feedback is time-consuming and complex (third-party systems, paper etc.).	Documenting and reporting of feedback using the spare parts catalogue is easy. Seamless integration of reporting in the established workflow of service technicians boosts the willingness to give feedback.
Managing, processing and distributing feedback 	No structured processing, distribution and further use of the feedback. Feedback is often ignored and forgotten.	Knowledge Manager supports the central management, processing and distribution of feedback. Feedback is leveraged.
	Due to little response the motivation to give feedback decreases.	The further use of the feedback (integration in the spare parts catalogue) motivates to give feedback.
	Other employees don't have notice of the reported information.	The integration of relevant feedback in the parts catalogue ensures that every authorised catalogue user may easily and quickly access the information.
	Machine/device or system manufacturers distribute information as single service bulletins, generally on paper. There exists no suitable medium to provide information in a suitable context.	The integration of the service bulletins in the spare parts catalogue ensures information to be displayed in the suitable context. The access to information requires no research and does not interrupt the workflow of aftersales service.

<p>Access to collected know-how</p> 	<p>Change notifications, service bulletins etc. which are not immediately required are individually "filed" and not found when needed.</p>	<p>Change notifications etc. are automatically located where they are required when service is performed: in the parts or service catalogue at the assembly or part relevant for the particular service case.</p>
	<p>Change notifications etc. are found. However it is not unambiguously ensured that the available information is the current information to be applied.</p>	<p>The history of the change notifications is listed in the spare parts catalogue. Information can be recognised as updated. Older information can also be displayed.</p>
	<p>Existing service know-how remains unused.</p>	<p>The entire service team benefits from the findings and experience of individual service employees. The overall service know-how is improved by making the knowledge of individuals available to all.</p>

1.8 Advantages

- Collected aftersales service knowledge
- Feedback is given according to standardised specifications, structured data flow
- Automated process, feedback becomes part of the service case
- Feedback quickly follows the service case
- Feedback is centrally evaluated and processed further
- Existing know-how is recorded and made useable for all
- Information is available where it is needed



- Improved service know-how
- Improved quality of service
- Shorter repair times
- Fewer repeat faults
- Faster reaction to faults
- Fewer queries
- Increased customer satisfaction

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