Issue, Defect and Change Management Solution

KEEP REPORTED PROBLEM INTEGRITY AND ACCOUNTABILITY OF CHANGES

This solution enables:

• Issue, defect and change management across a single, seamless platform
• Raising issues and making changes easily to any IP stored within the PLM or any external systems
• End-to-end traceability needed for issue and change management
• Accountability of changes required to fix an issue or a problem
• Full traceability of items affected by an issue or a change—from hardware to software and electronic IP
• Change impact analysis across products and processes for correct responses to issues
• Decision-making based on access to dashboard content for reporting, trending, and preventive action planning
• Reduced change cycle time and late-cycle changes
The Issue, Defect and Change Management solution includes:

- Issue identification, qualification, analysis and action/resolution
- Issue tracking and reporting
- Discussion thread management
- Extended enterprise change management
- ECO and single-stage ECO capabilities
- ECR capabilities
- MCO capabilities
- Change impact analysis
- Request for deviation/waivers

Globally distributed teams, changing market or customer requirements, and the competitive marketplace for products and services, have made issue identification and resolution a critical component of a PLM (Product Lifecycle Management) solution. In the High-Tech industry, little room for error exists from ideation to product realization. It is necessary to identify, track, and resolve issues as efficiently as possible. An impact analysis across products, from design to manufacturing to services, is a must. In addition, formal change processes must be followed where required to conform to best practices. Finally, issues and problems must be corrected in such a manner to minimize future risks.

Issue, Defect and Change Management Solution Overview
As part of the Dassault Systèmes’ comprehensive PLM V6 solution offering, the Issue, Defect and Change Management solution enables High-Tech organizations to keep reported problem integrity and the accountability of changes required to fix the problem within the product’s lifecycle. With this solution, all product development stakeholders can raise and resolve issues from any geographical location or any role in the organization. Issues are all identified, assigned owners, tracked (reported upon) and resolved in a seamless, common platform. To keep the entire enterprise synchronized, issues can spawn formal change processes for engineering and manufacturing.

End-to-end issue and change management strategy
Any intellectual property (IP), whether stored in the PLM system or externally, can be identified as an affected item of an issue or a change. In order to reduce change cycle time, suppliers and customers can participate in the issue and change management processes as required. The Issue, Defect and Change Management solution provides High-Tech companies with an end-to-end issue and change management strategy and processes that include identification, resolution, prevention, reporting and trending.

Robust change management capabilities
The Issue, Defect and Change Management solution offers robust change management capabilities that utilize formal change processes via engineering change requests (ECRs), engineering change orders (ECOs), manufacturing change order (MCO) or any other type of formal change request to meet the needs of the High-Tech industry. The solution provides users with visibility to the affected items of the change as well as the implemented items. The affected or implemented items may include features, requirements, products, builds, or any other type of IP that may need to be resolved or implemented by the change.

Easy tracking of Key Performance Indicators
Capabilities are provided for managers and all product development stakeholders to trend and report upon issues and formal changes. Key Performance Indicators (KPIs) can be tracked and reported against products, projects, or design teams for trending or preventive action planning. This tracking and reporting capability gives users the flexibility to create new KPIs and user-configurable dashboard views, which allow for ease of maintenance and reaction to changing market conditions and problems as they occur in real-time.

Real-time visibility of issues
With this solution, High-Tech companies have streamlined end-to-end issue, defect and change management processes that enable stakeholders and management to have real-time visibility of issues, changes, and trending. As a net result, better decision-making related to issue resolution and product changes can be made swiftly and comprehensively.

Gain efficiency and optimize resource usage
The Issue, Defect and Change Management solution helps High-Tech companies gain efficiency and optimize resource usage by reducing change cycle time and minimizing late-cycle changes. This solution also allows for the implementation of closed-loop preventive processes to minimize future risks.