

# Risikomanagement statt Krisenmanagement

Maria Walther

# Agenda



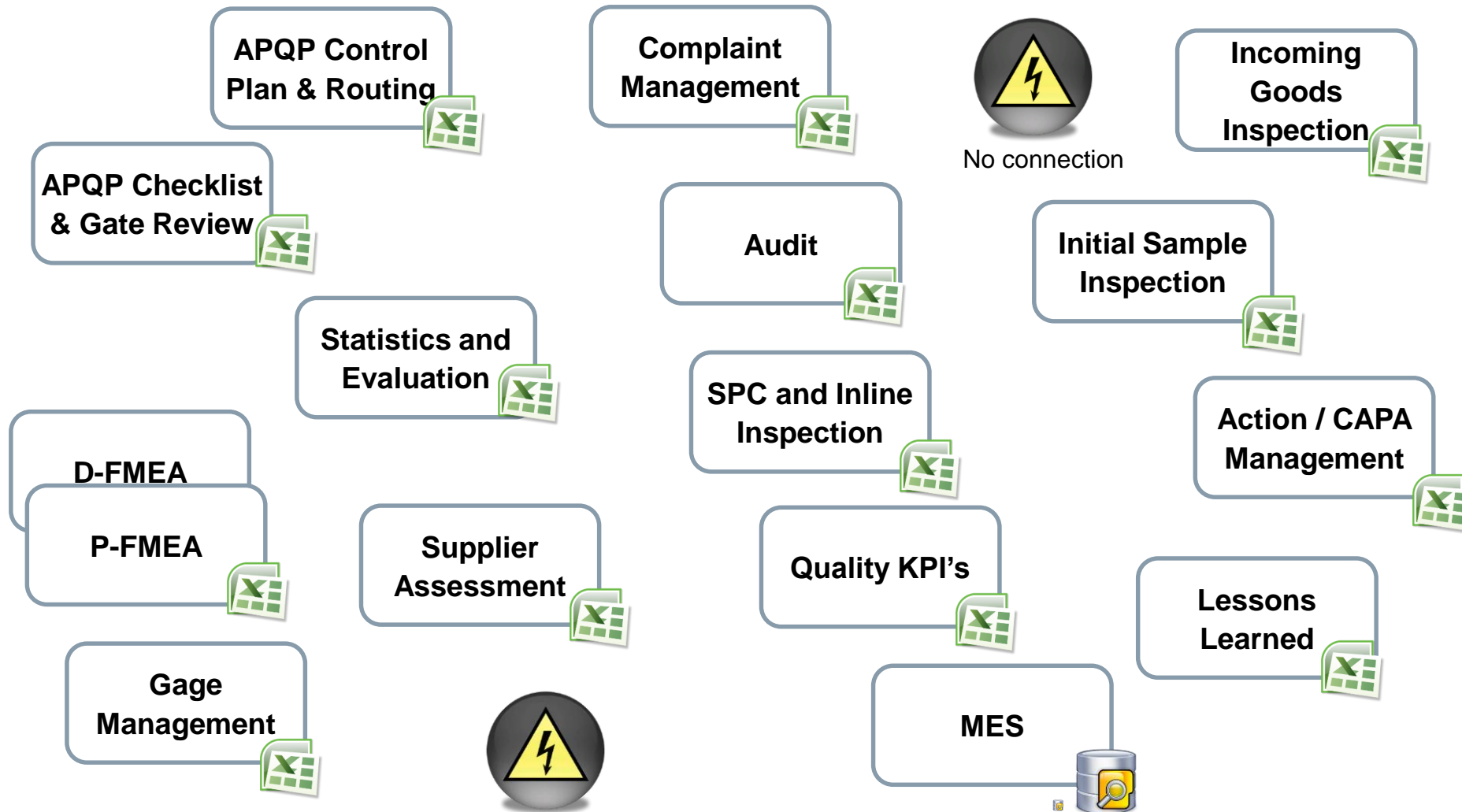
**Warum QMS**

**Wie funktioniert integriertes QMS**



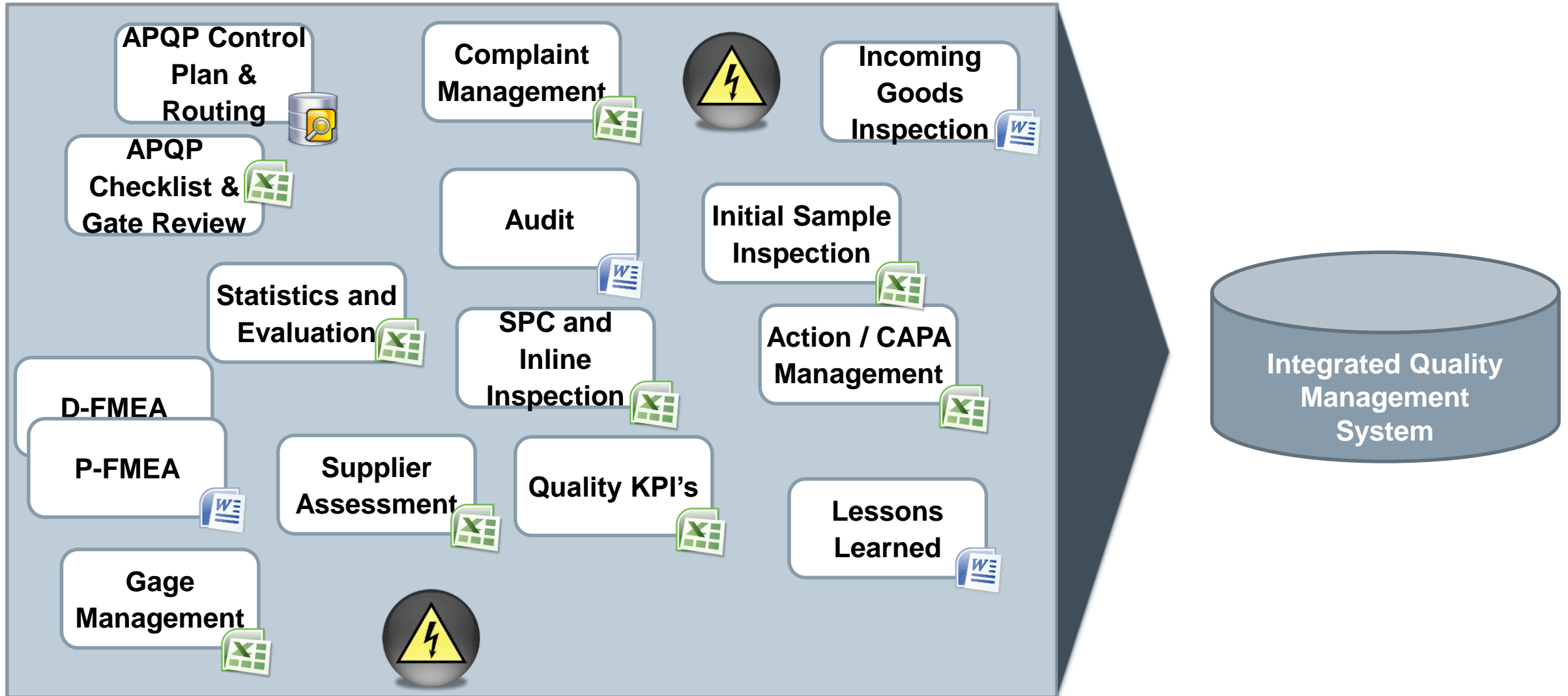
# Warum QMS

## Typische Situation



# Warum QMS

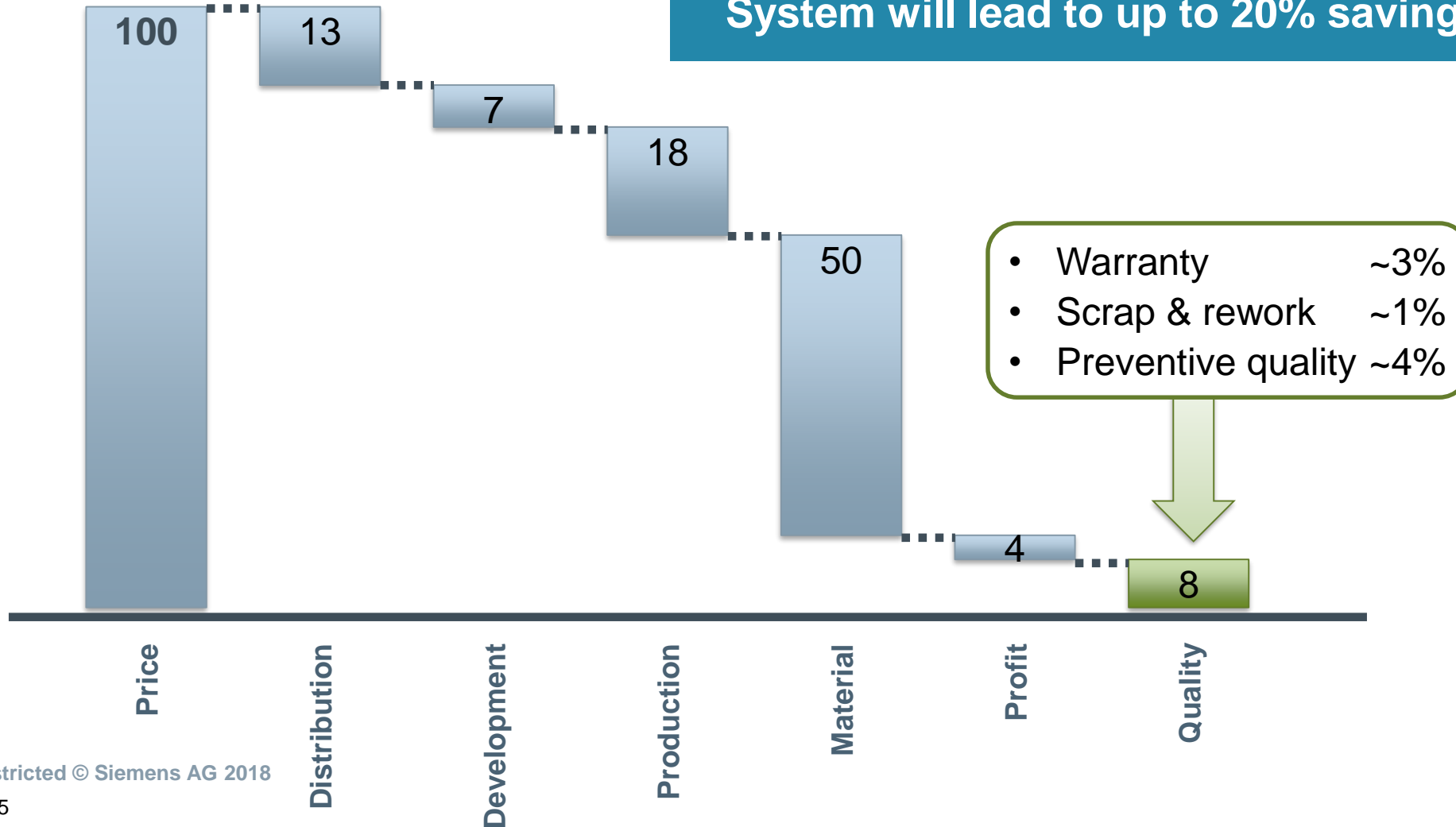
*Separate Insellösungen führen zu hohem Aufwand*



# Warum QMS

8% der Herstellungskosten werden durch Qualität verursacht

Implementation of an integrated Quality Management System will lead to up to 20% savings in quality costs



# Warum QMS

Die Kosten für Qualität sind oft versteckt

Visible Cost:

15%

Invisible Cost:




85%



Source: LNS Research, *The Cost of Poor Quality Definition*

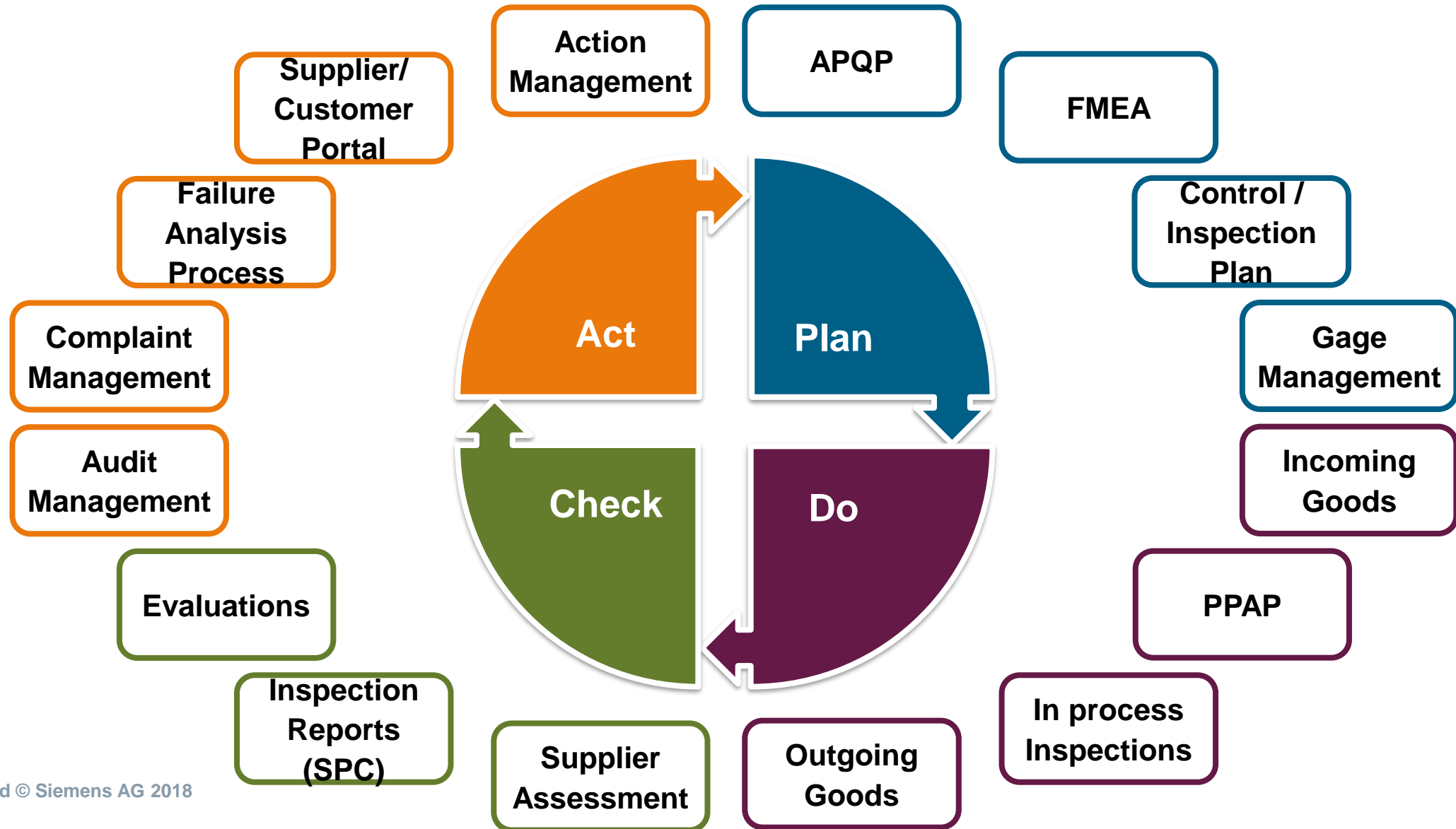
# ROI Kalkulation

Automotive Supplier 1 Werk, 1.500 Mitarbeiter

Process	QMS	  	Savings
	Working hours		
Incoming Goods	31	194,4	163,4
Complaint Management	13,2	86	72,8
SPC	152	340	188
Supplier Assessment	7	38	31
APQP	67	128	61
FMEA	102	234	132
Inspection Planning	115,2	307	191,8
Action Management	68	198	130
First sample Inspection	34	93,8	59,8
Traceability	37	143	106
Total Working hours	<b>626,4</b>	<b>1762</b>	<b>1136</b>
Total Savings*	<b>€ 28.400 per month</b>		
<b>Savings per year: € 340.800</b>			

# Integriertes Qualitätsmanagement

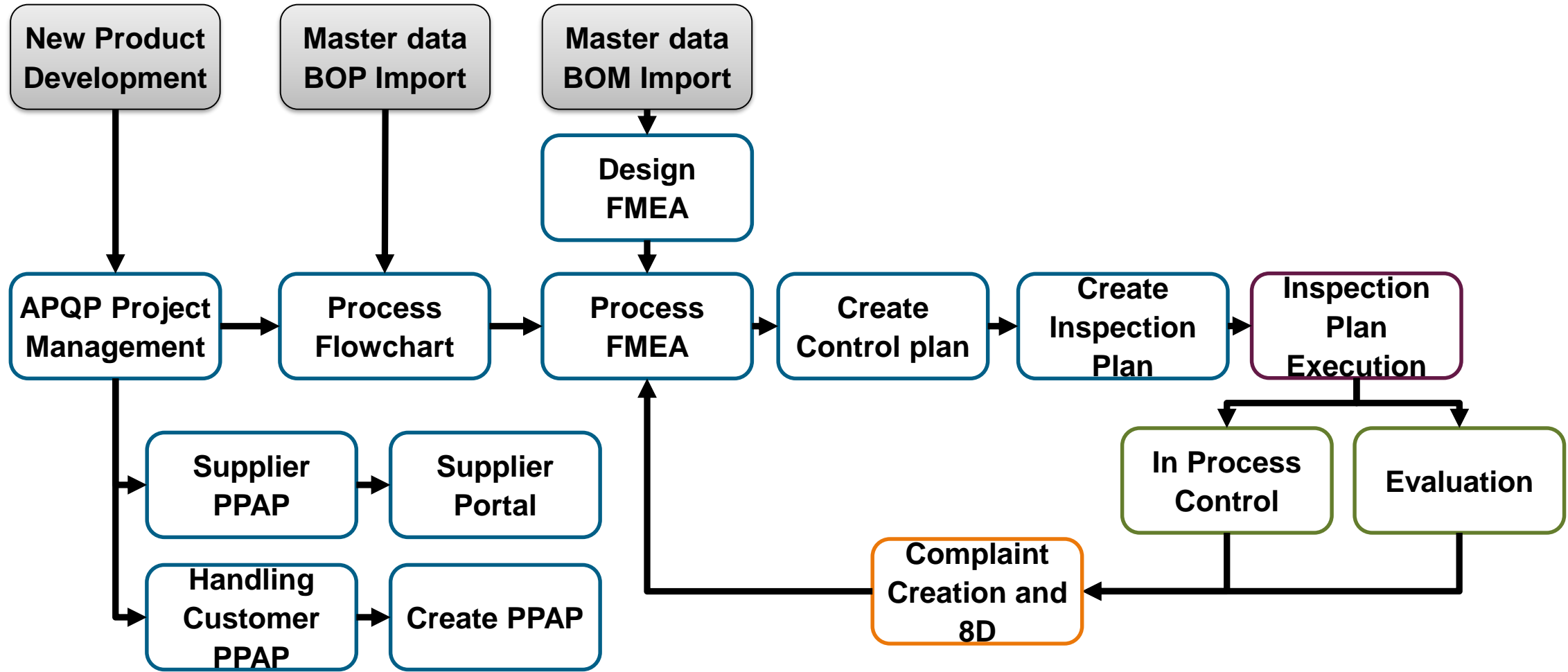
Modularer Aufbau komplett integriert





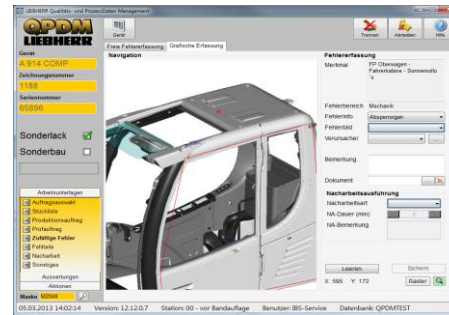
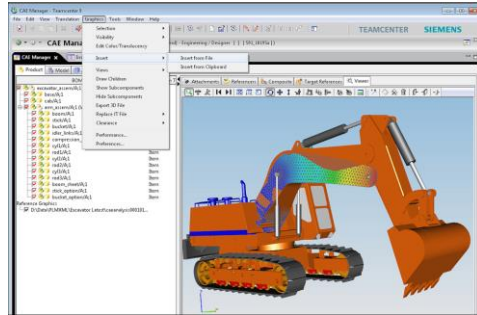
# Integriertes Qualitätsmanagement

## Use Case Flow



# Integriertes Qualitätsmanagement

## QMS unterstützt den gesamten Produktlebenszyklus



# Kundenbeispiel

## MIBA Group

**SIEMENS**  
*Ingenuity for life*

## Innovation in Motion

Technologies for a Cleaner Planet



Special machinery



Sintered components



Coatings



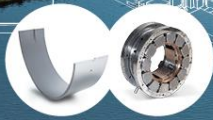
Power electronics components



Friction materials



Engine and industrial bearings

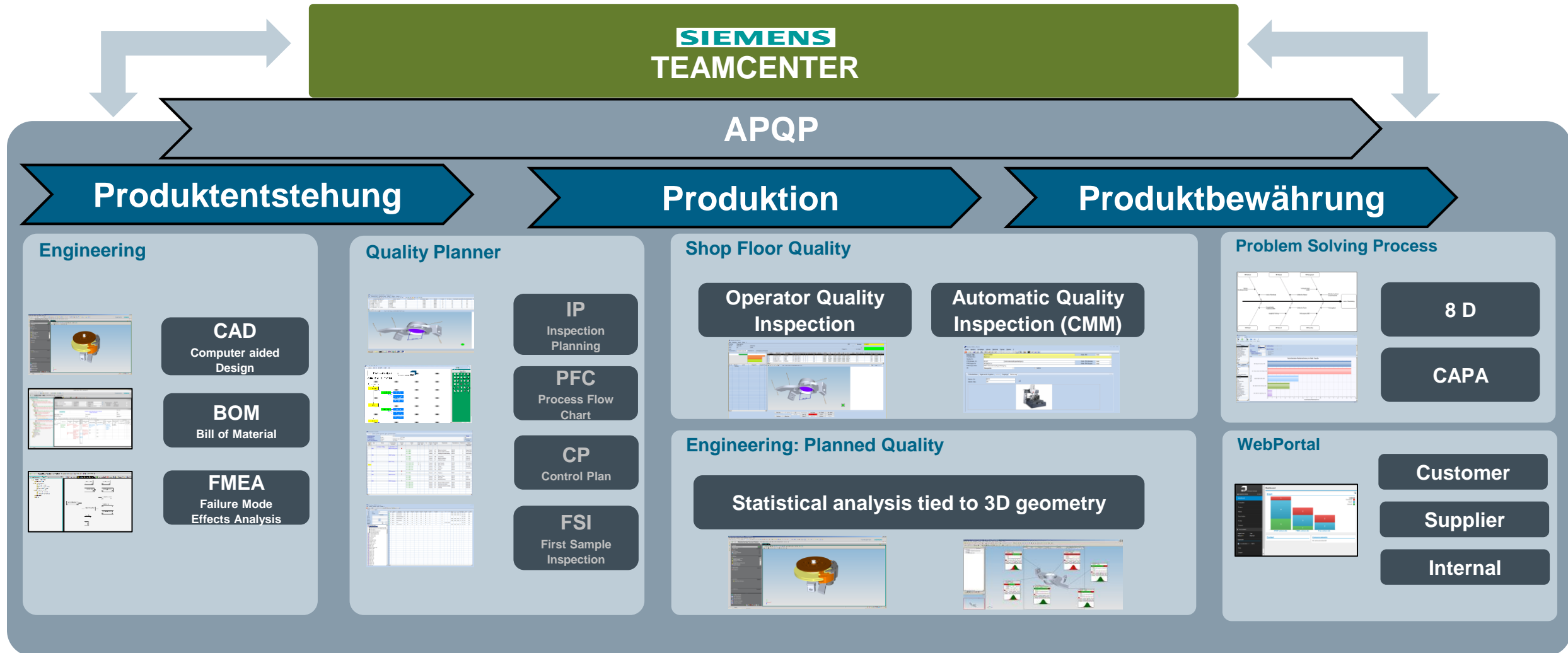


- Streamlined complaint handling and improved customer satisfaction
- Increased product quality and transparency
- Reduced administrative effort and costs
- Laid foundations for smarter production



# Optimierte Prozessabläufe von der Entwicklung über die Produktion **SIEMENS** bis zum Kunden (... und Lessons Learned zurück in die Entwicklung)

*Ingenuity for life*



# Siemens IBS QMS

## *Business Benefits*



- A consistent and integrated IT system supports the **Zero Defect Strategy** through **Lessons Learned** loops in all interdisciplinary fields
- Achieve **Operational Excellence** and increase **Customer Satisfaction** whilst facilitating **shorter development times**
- **Reduction of administrative workload** (Paperless Quality)
- **Increased supply chain efficiency** due to direct supplier involvement
- Corrective actions become **Preventive Actions**
- Allows **Significant Savings ~ ROI in less than 1 year**
- Reduction of process-, quality- and defect costs (internal, external)
- Strengthens **Market Position** and **Competitive Advantage**

