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fulfillment; Order entry process; Order fulfillment; Promise to deliver; Make to order; Design to order; Make to print; Make to stock; Order entry and fulfillment process quality; Chapter 5 Bill of material (BOM) process; BOM process standards; Part number assignment; Item master file; Multiple BOMs; BOM reconciliation and correction; New product BOM status; BOM levels; Benchmarking survey - BOM process; Chapter 6 Request process; Request process standards; Request flow diagram; Request action items list; Request process time metrics Request rejection is OK Benchmarking survey - request process; Chapter 7 Ancillary processes; Deviations; Deviation standards; Deviation to make a fast change; Service parts; Publications; Failure reporting; Chapter 8 Change cost; Benchmarking survey - change cost; Cost standards; Average cost of a change; Payback; Market demand; Cost metric and application; Real cost reductions; Other possible cost metrics; Bottom line; Chapter 9 Change process; Change standards; Interchangeability; Change class; Change control process flow; Engineering phase; Technical release/point of no return Configuration Management phase Manufacturing phase; Change process summary; Case study; Engineering phase metrics; Point of no return metrics; CM phase metrics; Manufacturing phase metrics; Total change process time; Change process quality; Benchmarking survey - change process; Chapter 10 Field change metrics; Field change standards; Field change process flow; Field change order metrics; Field installation performance; Field change volume; Benchmarking survey - field changes; Chapter 11 Definitions; Data dictionary; Acronyms and terms; Summary; Index

Sommario/riassunto

Configuration Management (CM) has become a key strategy for successful manufacturing companies. Controlling the design documentation throughout its lifecycle and knowing what is in the product is imperative for quickly moving a new product to the marketplace, identifying and making necessary changes as fast as possible. CM is similarly important to efficient, high quality and low cost supply chain and production processes. It is also critical to maintenance, repair, retrofit, service parts provisioning as well as the elephant in the room - liability protection. Fast, accurate, efficient, do
