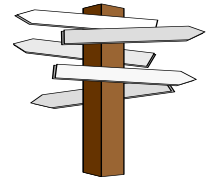


# THE MINNESOTA LOGGER



Minneapolis/St. Paul Chapter 6 District 6 of the  
International Society of Logistics (SOLE)

Minneapolis/St. Paul

Issue No. 250

Date - March 2003

## Chairman's Corner

We are continuing our discussion of *automation and integration* of business processes as that affects the "Elements of Logistics" as defined by B. Blanchard. Last month we covered the forecasting features of specialty software applications that are often missing in ERP application software.

Before we resume our discussion of features missing from ERP systems I think it is important to understand the feature sets of stand-alone field service management systems. ERP applications are typically short of features and may only have a help desk or customer service desk module depending on the package.

Most ERP systems do not have a built-in full-featured Service Management System (SMS). This is due to a number of factors some of which are: many products are consumables & disposable and do not require after-sales service and many non-consumables do not need repair (however, they may need reclamation and recycling). Only a small percentage of product producers need an ERP system with a built-in field service management system with features for repairable equipment, products and components. Therefore, most ERP systems are marketed with only limited SMS capabilities.

Software application packages for after-sales customer service & field service are numerous. Many have feature sets that are tailored to the industry from which the original package originated. A feature set for one industry may not be fully compatible with service in another industry. For example, a software application package generated for the auto industry, with a prominent dealer organization in the after-sales service operation, will have certain features tailored toward the OEM – dealer – consumer service chain.

By way of introduction of stand-alone SMS applications there are two packages that have web-enabled demonstrations of their product for web review. The first is Electronic Service Control (ECS) and the second is Viryanet. ECS was developed supporting a stand-alone service business and Viryanet developed as a 3<sup>rd</sup> party SMS within the high-tech computer technology industry.

### Two Field SMS Demos

Both firms have web-enabled demos that guide a visitor through their product's feature sets. I encourage the reader to visit these sites and gain a familiarity with an SMS that has web-enabled features for a mobile field workforce.

For a demo of the ECS product go to <http://www.ccc-soft.com>

For a demo of the Viryanet product service support system and its capability visit and click on the flash "Service Hub" & "Telco DSL" demo at <http://www.viryanet.com/solutions/>

The two systems above cover the business processes needed for an after-sales service management system. They are organized differently but cover the basics of:

- Dispatching
- Mapping
- Mobile / Wireless Workforce Management
- Accounting
- Service Agreements / Contracts
- Equipment / Asset Management
- Service Work History
- Repair Services / Depot Repair Center
- Sales
- Inventory
- Purchasing / Service Supply Chain

As you view the features of the application via the demos observe the degree of *automation and*

integration in the application. Also review the application's degree of utilization and integration of wireless and handheld devices. Next month we will resume our discussion of specific features available in Service Management Systems to supplement ERP application products.

**Larry G. DeVries, CPL**

Chapter Chairman, Twin Cities 2002-2003

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## 2002-2003 MEETING TOPICS

Date	Event	Remarks
Thu, 20 Mar 03	Visit a Small Mfg. Plant	Ed Nelson will coordinate
Thu, 17 Apr 03	Medical Stints. What are they, how used.	Ken Dacas will coordinate
Sat, 17 May 03	Visit Jackson St Roundhouse	Jack Povlock will coordinate.
Thu, 19 Jun 03	Paddleford Evening Cruise	Joe O'Brien will coordinate.

## UPCOMING MEETING - -

### March 20, 2003

The March meeting will be a tour through the Delmar Company in Lakeville. The company does custom plastics fabrication with some work in steel. The factory is mechanized with computer control of the equipment. It should be very instructive to see how a small company is organized and run.

### Last Meeting

### February SOLE Meeting Recap

The February meeting was held at the Officers Club on Fort Snelling. This was a round meeting table led by Ken Dacas of Donaldson Corporation, on the subject of Failure Modes and Effects Analysis (FMEA). Is it still useful in today's world or is it a useless logistics appendage, which needs to be trimmed.

There are two types of FMEA's, a Design FMEA and a Process FMEA. Ken explained how his business unit conducts Design FMEA's. Ken works for Donaldson Company, a manufacturer of air and liquid filtration systems for heavy vehicle and industrial applications. A FMEA team of three or four people is assembled for the effort. Large teams slow down the process and become a debating society. Each team member is issued a "Design FMEA" worksheet which has a header containing the information on the subject product such as model year; system, subsystem or component; team members; date and prepared by. The rest of the document consists of 18 columns with the main data points titled Item/Function, Potential Failure Mode, Potential Effects of Failure, Current Causes/Mechanisms of Failure, Current Design Controls, Recommended Actions, Responsibility & Target Completion Date and Actions Taken. There is a tendency for team members to get into debates as to whether an item is a failure mode or an observer symptom. The team leader must focus the team on identifying the failure mode in physical terms. When conducting a FMEA one must always ask, what is the function of the item under analysis and how can that function not be accomplished? As an example, the functions of a filter access cover are to hold the filter in place on the yoke and to seal the filter to the collector cabinet. At first glance, escaping dust appears to be a failure mode. It is not a failure mode. It is a symptom of a possible gasket failure or insufficient clamping pressure.

He then brought out a flashlight for FMEA working tool. After agreeing on the function of a flashlight, our table went through the worksheet Ken provided. We determined the failure modes, effects, severity, possible causes of the failure, likely occurrence, and ease of detection. Using this information we calculated the Risk Priority Number (RPN) for each failure mode. At work Ken uses an RPN of 100 to initiate corrective action, except when the severity is 9 or 10, then action must be taken for safety's sake. We talked about possible corrective action for a switch failure and the need to keep failure modes reasonable. An underwater failure was brought up but discarded because the flashlight did not have an underwater lighting function.

We talked about how the Design FMEA may influence the process FMEA. In the corrective action of a Design FMEA, there may be a comment that fixtures must be used to hold a specific tolerance. Further, it may be necessary to apply statistical process control (SPC) to certain manufacturing process to assure critical tolerances are met.

Overall the, the consensus was that Design FMEA's are long and tedious to conduct but do uncover potential problems that need addressing.

**End**

## SOLE - The International Society of Logistics

*presents*

### SOLE 2003 The 38th Annual International Conference and Exhibition

**Hilton Huntsville Hotel, and von Braun  
Conference Center  
Huntsville, Alabama**

**August 10 - 14, 2003**

Workshops - August 10 - 11, 2003  
Presentations - August 12 - 14, 2003

### MELDING DEFENSE AND COMMERCIAL LOGISTICS

SOLE - The International Society of Logistics is proud to present three full days of exciting, educational and topical proceedings, designed to enhance the value of the individual logistician in the workplace.

Plenary Sessions each morning will feature highly regarded and well known logisticians, from Government and Industry, as well as experts in International Logistics and such diverse areas as environmental logistics, Homeland Defense and logistics education. Invited speakers in the past have included the Deputy Chiefs of Staff, Logistics from each of the U.S. military services, senior logistics planners from the Department of Defense, and

comparable level managers from major logistics contractors: Learn what these managers see as the future for their segment of the logistics community.

These Sessions will be followed by Panel and Paper Presentations, as well as 90-minute tutorials, by your fellow logisticians. Presentation topics will include:

Defense Logistics	Logistics Program
Supportability Analysis	Management
Commercial Logistics	Space Logistics
Electronic Commerce	Transportation and Distribution
	Logistics Disciplines (Provisioning, Training, Interactive Technical Publications)

**Exhibition Hall:** The Exhibition Hall will be open all day Tuesday and Wednesday. Major providers of Logistics Products and Services, from both Government and the Private Sector, will demonstrate their capabilities. To ensure optimum access to these displays, the Reception on Tuesday, Luncheons on Tuesday and Wednesday, and refreshment breaks will be held in the Exhibit Hall.

**Workshops:** As in the past, full- and half-day Workshops of topical interest will be presented on Sunday and Monday. Workshops are separately priced, but are provided free to SOLE members.

Keep checking the SOLE Web Site at [www.sole.org](http://www.sole.org) for more details about the SOLE 2003 presentations and Workshops.

#### Registration

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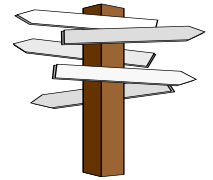
#### Exhibits

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## MINNEAPOLIS/St. PAUL CHAPTER

MEETING DATE: **Thursday, March 20, 2003**  
LOCATION: 21355 Heywood Ave. Lakeville, MN  
TIME: 5:45 pm, Tour Starts at 6:00pm  
DINNER: 7:00 pm, Dinner and conversation at the Chart House  
COST: Menu Item Price (Chapter will cover meal cost greater than \$10.00)  
MEETING TOPIC: Tour of Delmar Company

Delmar does custom manufacturing mostly in the plastics field. However they do some work in steel such as sewer systems. The equipment on there manufacturing floor is mechanized and computer controlled. This will be an education for those of us who work for large companies and have to deal with small subcontractors.

**DIRECTIONS: From I- 35E or I-35W. Go South the roads will merge to I-35. At I-35 Exit 81, turn RIGHT onto the ramp. At the top of the ramp turn LEFT (East) onto County Road 70 (210<sup>th</sup> St. W.). Follow County Road 70 to Heywood Ave (About 3.1 miles) and turn LEFT (North). Delmar is at 21355 Heywood Ave. If you miss it their telephone number is (952) 890-2955.**

**RESERVATIONS:** Call one of the following for reservations not later than 18 March 03:

<u>Honeywell</u>	<u>Lockheed Martin</u>	<u>United Defense</u>	<u>Other</u>
Jack Povlock	Joe O'Brien		Ken Dacas
(763) 954-6263	(651) 456-3977		(952) 887-3855

PLEASE POST

## 2002-2003 OFFICERS/COMMITTEE CHAIRS FOR DISTRICT 6 CHAPTER 6

Chairman: Larry DeVries (O) 952-949-9604, [larrydev@earthlink.net](mailto:larrydev@earthlink.net)

Vice Chairman Operations: Ken Dacas (O) 952 887-3855, Ed Nelson (H) 651-451-0233

Vice Chairman Finance: Jack Povlock (O) 763-954-6263

Vice Chairman Administration: Open

Newsletter Editor: Joe O'Brien (O) 651-456-3977 (H) 651-452-6789

Photographer: George Rumble (O) 763-954-6617 (H) 763-427-7989

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