



PLM Diagnostic Detailed Results

Appendix to PLM Challenges and Benefits report

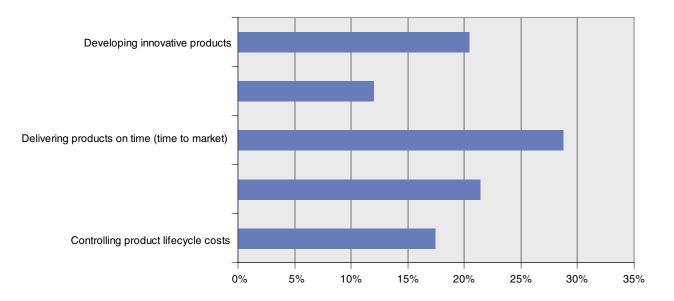
Introduction

The IBM PLM Diagnostic is a free, Web-based, interactive tool that navigates a user through 25 PLM questions (please visit: **ibm.com**/solutions/plm and look for the Diagnostic Tool icon). Upon completion, the tool provides each user with a customised PLM report based on their specific answers to the questions. Consultative commentary based on the answers and a graphical representation of the PLM adoption and maturity of the organisation are included in each report.

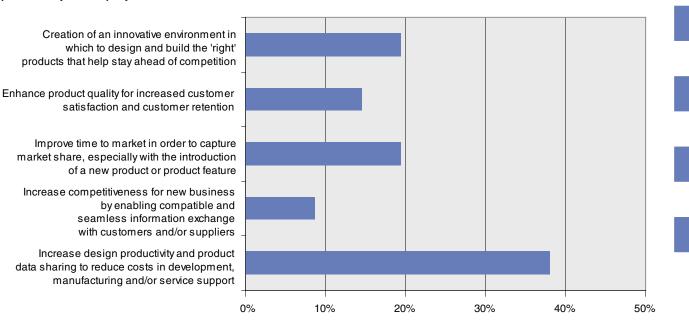
The following tables have been developed based on the results of over 600 respondents to the PLM Diagnostic tool. This is a separate appendix document related to the PLM Challenges and Benefits report.Please refer to the PLM Executive Summary for background and explanation of the tool, results and conclusions.

Solution area number one: PLM planning

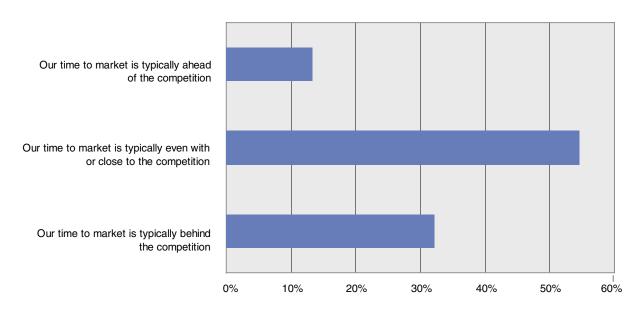
What is the most significant challenge in your product lifecycle?



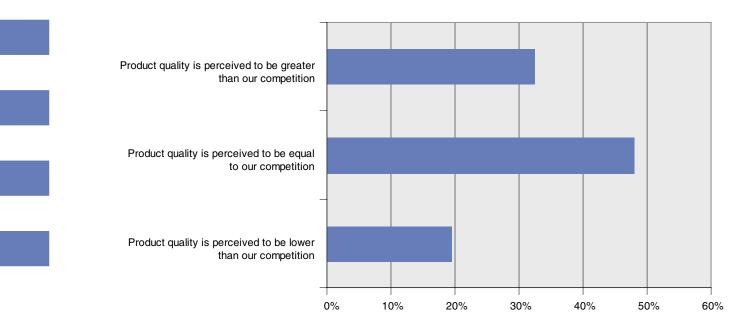
What do you perceive as the most significant benefit a product lifecycle management (PLM) solution could provide for your company?

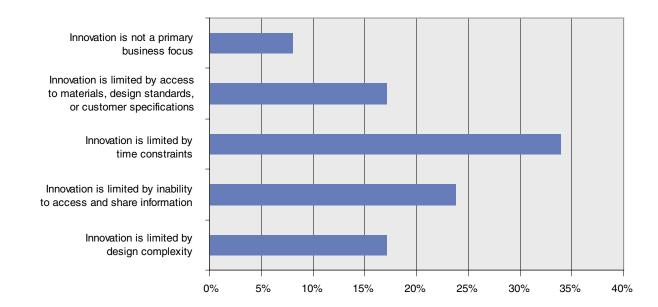






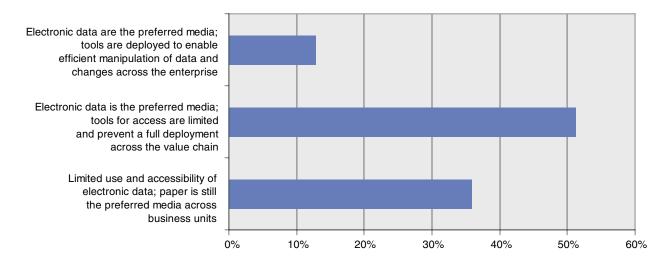
How does your customer perceive the quality of your products compared to competition?



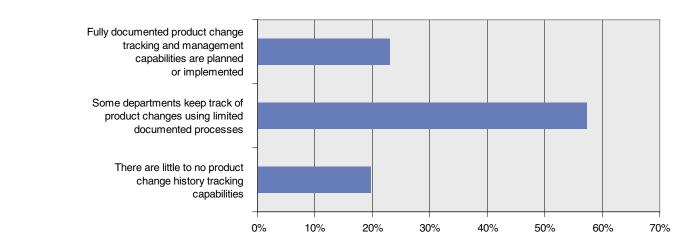


What primary constraint does your company face in product innovation?

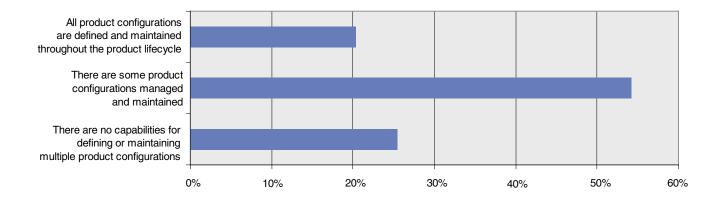
Is the communication within your company (engineering, manufacturing, service, procurement) based on the exchange of electronic data, or paper documents?



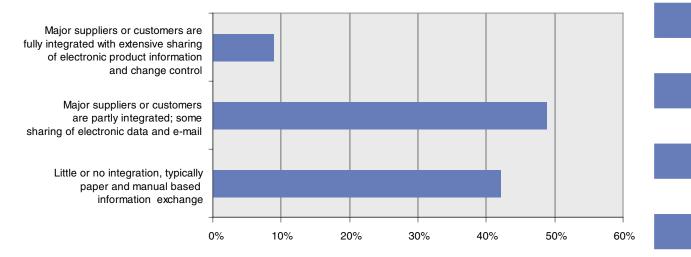
Does your company track and record the history of product changes that occur throughout a product's lifecycle?



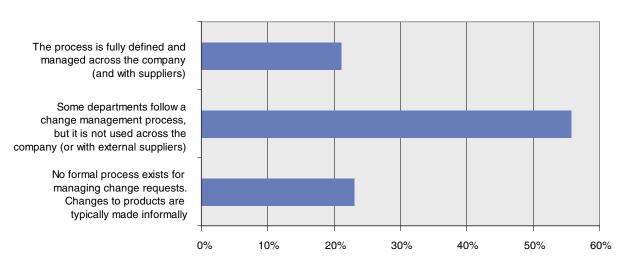
Are you defining and maintaining multiple configurations of your products (as-designed, as-built, as-maintained)?



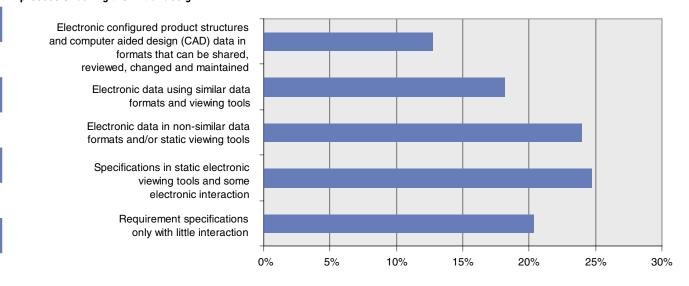
To what extent are your communications and data sharing with suppliers and/or customers integrated into your product development and manufacturing processes?

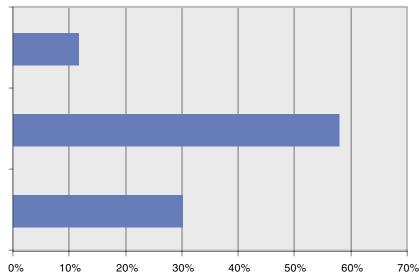


How do you manage engineering change requests?



What types of information and data do you exchange with your suppliers or customers during the bid process or during the initial design?





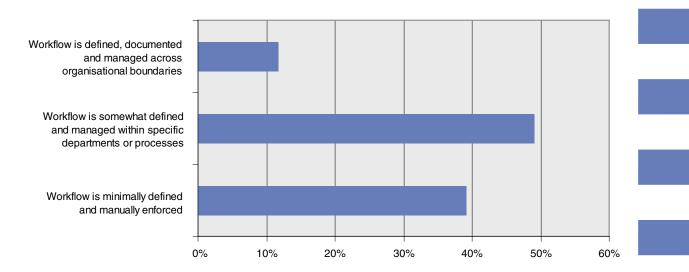
To what extent are you leveraging your product information and knowledge with your product service capabilities or warranty services?

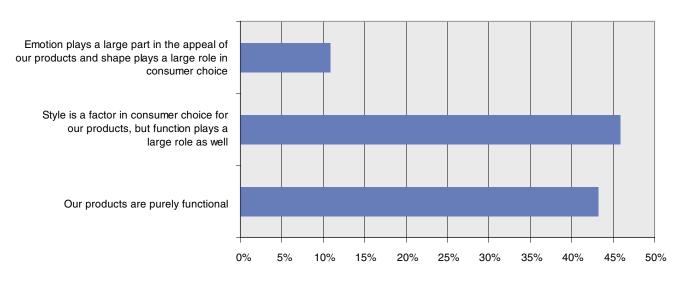
Extensive product information sharing on a proactive basis with customers and service suppliers. Product and service information is tracked and updated as product changes and modifications are implemented

Some sharing of product information with customer or service suppliers, but usually on a reactive basis. Product information typically made available on an as needed basis

Limited provision of basic specifications and information to customers, service department or service business partners

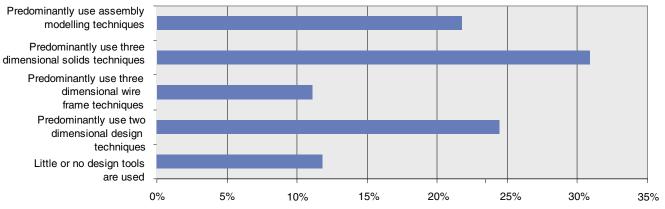
To what extent is workflow defined, managed and automated across your business?



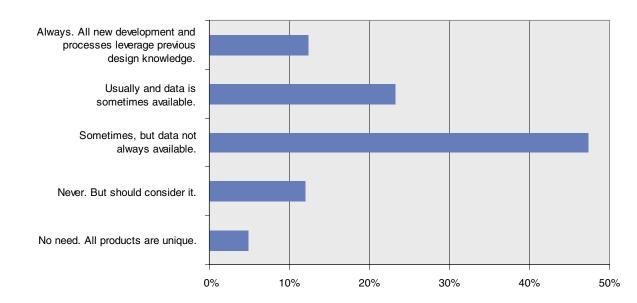


Are the surfaces that define the shape of your product more for functional purposes or for aesthetics?

What is your prevailing design technique?

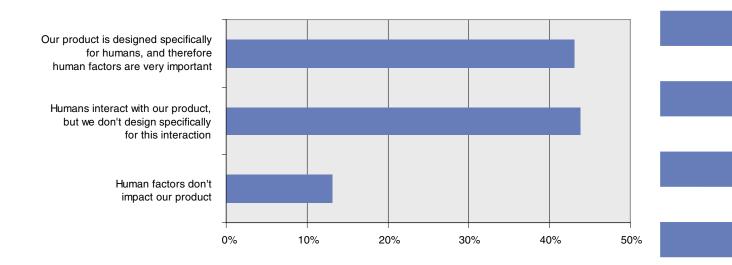


Predominantly use three Predominantly use two dimensional design Little or no design tools

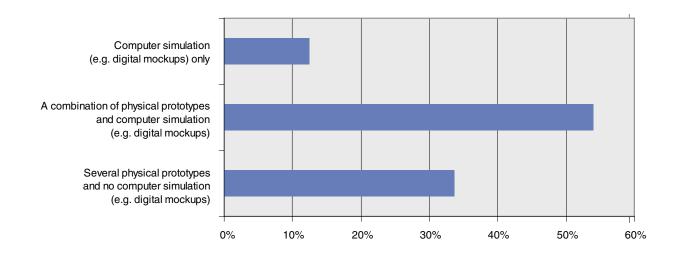


To what extent do you capture design knowledge and leverage this knowledge as a starting point for new designs?

How important are human factors to your product?

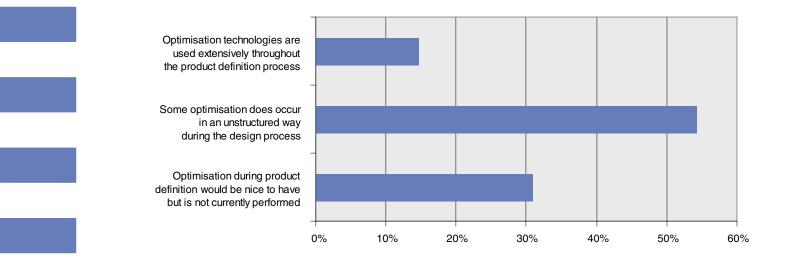


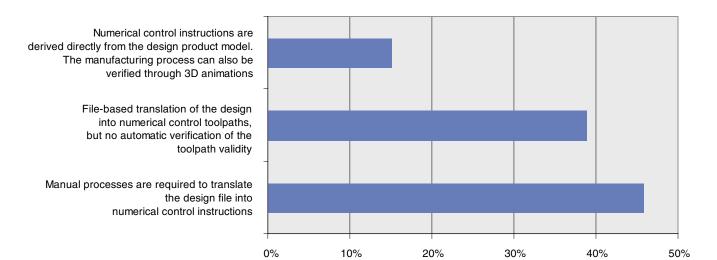
Solutions area number four: Engineering and analysis



Do you use physical prototyping or computer simulation to verify your product performance?

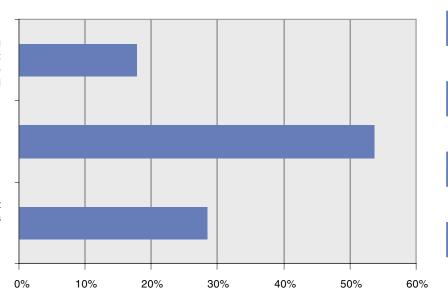
To what extent is design optimisation used in your product development process?





Does your product design information feed numerical control machines in manufacturing without user intervention?

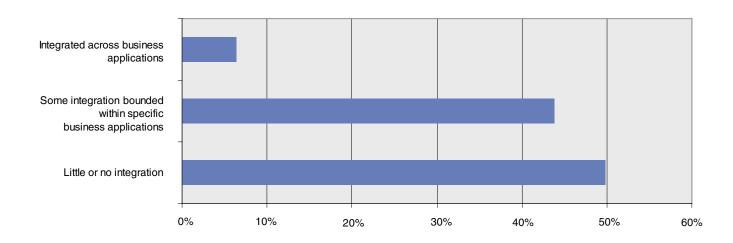
To what extent are manufacturing processes and techniques considered in the design and development of your products?



Our design engineers have a full understanding of the manufacturing process that will be used to build the product including human interaction within the manufacturing process and on the shop floor.

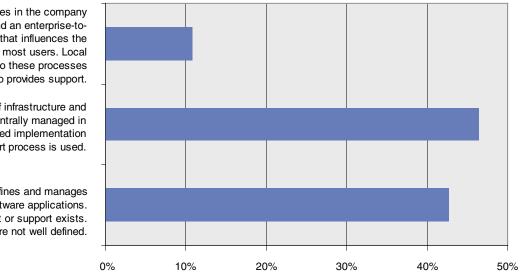
Our design engineers and manufacturing engineers often share designs and plans, both through document exchange and in meetings. However, human interaction within the manufacturing process and on the shop floor cannot be virtually modelled.

> Our design engineers focus on product design, and our manufacturing engineers plan the manufacturing processes. They do not work closely together.



To what extent are your business applications (design/CAD, PDM, CRM, SCM, ERP) integrated?

How well defined are your processes for software implementation, testing, support or upgrade?

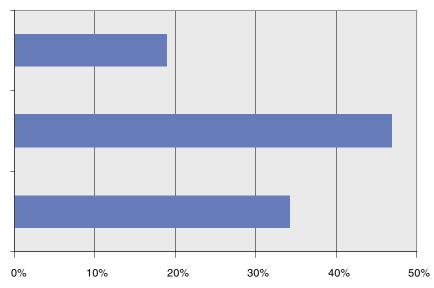


All application processes in the company are centrally managed, and an enterprise-toenterprise process is defined that influences the software environment of most users. Local implementations adhere to these processes regardless of who provides support.

> Major portions of infrastructure and applications are centrally managed in the company. A defined implementation and support process is used.

Each functional unit defines and manages its own infrastructure and software applications. No centralised management or support exists. Software usage processes are not well defined.



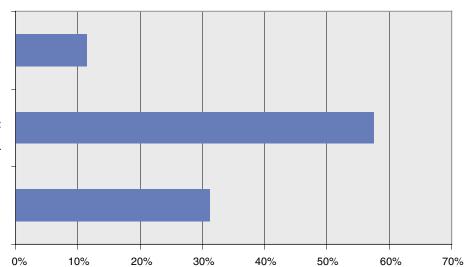


This data is accessible either by a common user environment (portal) or by data translation that facilitates system-to-system data sharing.

There is some data exchange between design/CAD systems. Some utilities for viewing and access of native or standard formats exist, but most activities still require the native authoring tools.

> There is no interconnection between design/CAD systems.Users work with native data from the system where it was authored.

Do you manage/monitor skill requirements for the people who play roles in developing, manufacturing or supporting your products throughout their lifecycles?



The skill requirements for product lifecycle roles are well understood and continuously managed. New requirements are actively monitored so that new education can be offered.

The skill requirements for product lifecycle roles are understood, but are not proactively monitored or deliberately managed.

The skill requirements are not well understood.



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