

Quality management in the era of IoT & Big Data: a case study in ETO company

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Nowadays, production conditions are characterized by a dynamic and unpredictable business environment, rapid development of new pretentious, complex products, and by a strong influence of the globalization, which has brought new players in crowds to the market arena. As a result, management of a company is getting more and more complex in terms of organizational structure and time. In a way, the ISO International Organization for Standardization reacted in this context by developing and publishing the substantially novel standards for quality management systems in 2015.

In the paper, an approach to the contemporary production issues in a typical engineer-to-order (ETO) company is presented. It is based on the developed and introduced information based building blocks, which support management in decision making at different levels of the organization. The building blocks are of various forms, from ubiquitous manufacturing concepts and applications, intensive data analysis, to embedded system based modular systems, sensor networks and IoT modules. In addition, at the end the paper delineates the perspective of future development of the company management in the light of upgrading the status with the emphasis on the incorporation of Internet of Things & Big Data.