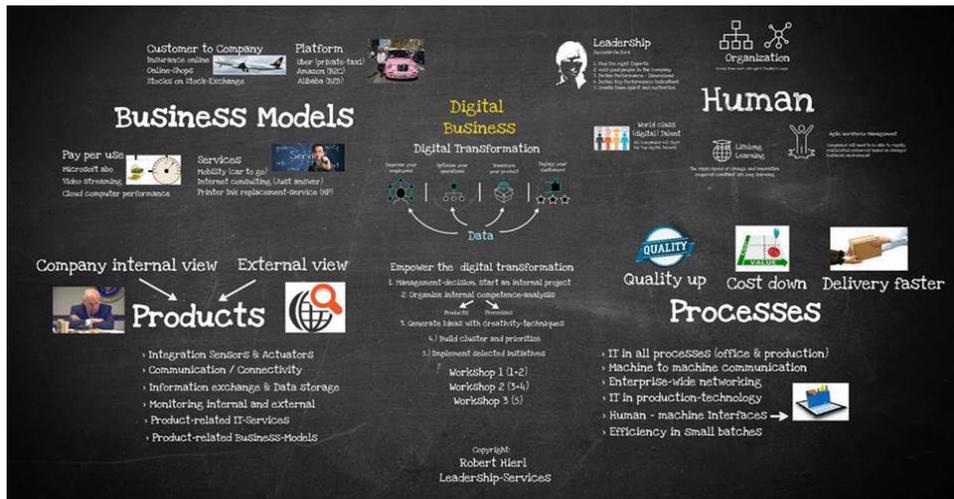


“Via Industry 4.0 to excellent Products & Processes”

Robert Hierl

The challenges at the Industry 4.0 can be separated into 4 Main-Chapter:
 1.) Human 2.) Business-Modell 3.) Products 4.) Processes



Picture 1: The 4 Main-Chapters from Industry 4.0

Today we concentrate us about **excellent Products** and **excellent Processes**.

The main success-factor for **Products** at the future are the same then in the Past: The Products or Services ha to generate so much as possible Value for the Customers. But something will be new at the Future.

Between the Factory for Products and the Final-Customer comes more and more a 3rd Player in action. The Sample “Order a Taxi” (Service-Product) was in the good old time a process like the following:

People stand on the Street and wait about a Taxi, its needs sometimes time for waiting. The same waiting-time exist, if somebody call a Taxi via Telephone. He must tell his position and must wait until the Taxi come.

Via digital transformation come a new player into the Business-Game: Uber (USA) or My-Taxi (Germany).

The new way to order a taxi is now total different. The Final customer go by Mobile-Phone to the web-Page from “My taxi” and order a Taxi online. No person will speak with him, everything works by Data. But the “Waiting-Time” is reduced totally. The final Customer is located by GPS and see on his Mobile-Phone, which Taxi will come. To see is the the Car-No. and the Picture from the Taxi-Driver. In a couple of Minutes comes a taxi to the Final customer. Cash-Payment is not necessary, everything goes by the Online-Contract by My-Taxi via SW in the Taxi.

What is the Learning about this Sample:

- 1.) Products and Services are changed by Data-Transformation”.**
- 2.) A 3rd Player comes between Producer and Final-Customer**
- 3.) If Taxis in the Future not connected with Internet, the Business will break down.**

It is a pleasure for me, to communicate with the Participants the Issue “Digital transformation” during the EOQ-Congress in Bled Slovenija.

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