

SAP Composite Application for Maintenance Order Processing

Applicable industries: Consumer products, discrete, process, and service industries

Status: Ready for pilot

Company: SAP AG

Created on: 11 April 2007

Summary

This is an easy-to-use composite application for capturing and processing equipment defects. It covers the complete life cycle of a maintenance order, from recording the defect to assigning a technician and confirming completion of the repair.

Benefits

- Increased process efficiency and quality by changing manual error-prone process steps into streamlined automatic steps that speed up business processes
- Increased flexibility
- Enhanced usability by familiar look and feel of Adobe Interactive Forms

Features

- Easy-to-use form-based capture of defects (offline and online)
- Alternative reporting of defects by an external alarm system
- Process coordination from defect capturing to order closure
- Simple assignment of technicians
- Form-based order confirmation

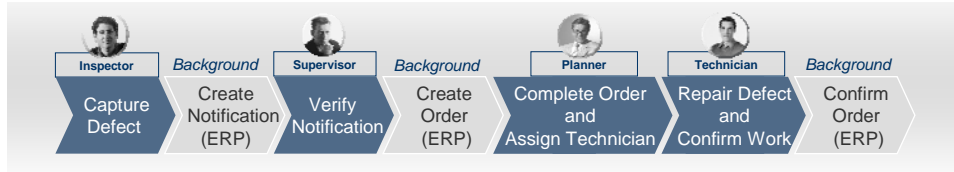
Function or role that would use this composite application

- Inspector
- Supervisor
- Planner
- Technician

Technical Information and System Requirements

All composite applications in the resource center have been developed with SAP NetWeaver composition tools and run on SAP NetWeaver 7.0. They are not in mass shipment yet, and we want to complete them with feedback coming from our customers and partners. During that completion process we'll migrate the composite application to the target platform SAP NetWeaver Composition Environment 7.1. Back-end functionality is provided by SAP ERP 2005 or other SAP Business Suite applications, depending on the specific composite application.

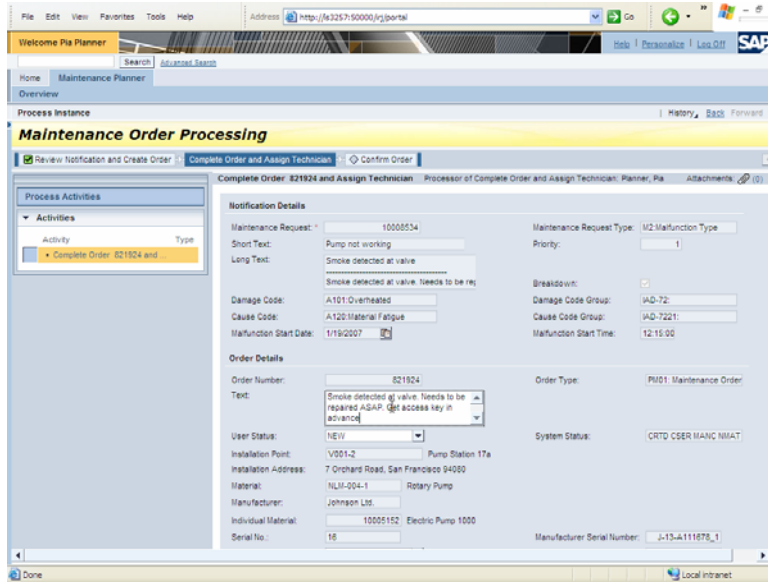
Form-Based Defect Capturing and Maintenance



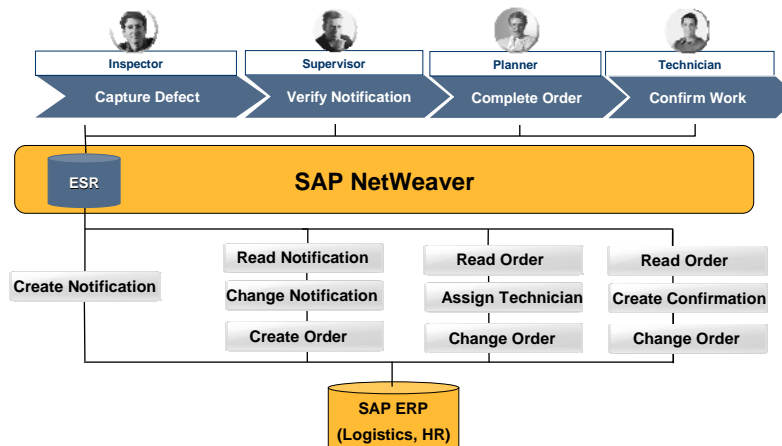
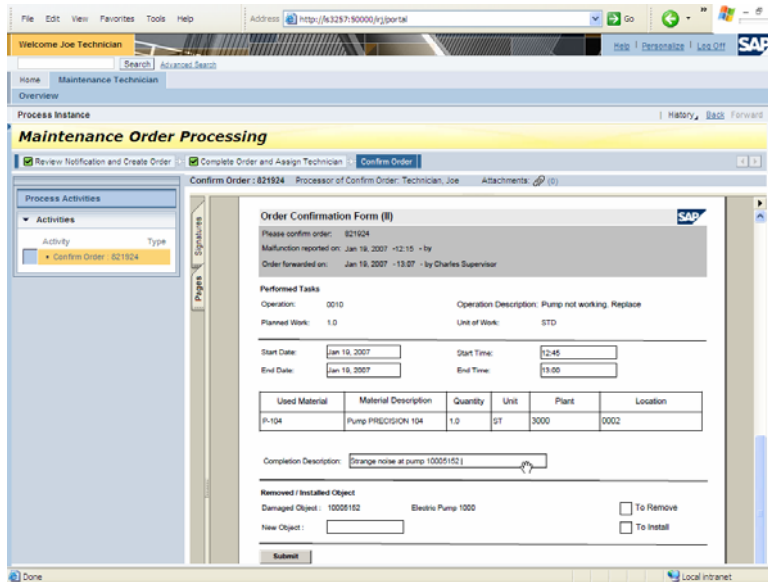
1. An inspector describes a malfunction in an interactive form (offline or online).

2. A supervisor verifies and approves notification to create a maintenance order.

3. The planner specifies tasks and assigns a technician.



4. The technician confirms work in an interactive form (offline or online).



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