Information Systems for Industrial Companies

An Information System, for an Industrial Company, is usually not the primary concern, which is about products and sales: hardware and money! But the Information System will help considerably achieving these goals. Let us see that from the point of view of the Chairman of the Company.

From his point of view, there are only three objectives: to sell more, to spend less, to have no problems with regulations. Let us see what brings an Information System for each of them.

1. To sell more

Our Information System will contain data about the "reliability" of our products: how long they can last, how long between two maintenances, how much costs the replacement of the parts, what is the duration of the warranty, and so on. As a general view: everything which concerns the life cycle of the products, with the associated costs.

When conveniently advertised, the life duration of our products is a good incentive; we can tell our clients to buy them because they are more resistant and live longer. But we should not say that abstractly: we need to provide concrete data!

We can also advertise the following fact: by an appropriate preventive maintenance, the cost of ownership by the client will be smaller; he will have less money to spend, and his product will remain in good condition longer. This is a very strong incentive, but here also we need to provide concrete data!

This preventive maintenance is very interesting for the Company itself, because it keeps in contact, very frequently, with the customers. We abandon the abstract idea of "we sell the product, and forget"; instead, we know constantly what are the customers' needs, we provide assistance, offer newer products, and so on.

2. Spend less

The Information System, providing reliability data, will allow our Company to make a better planning of maintenance operations. This results immediately in a better use of teams (people are where they should be), of equipment (availability of the tools), and thus provides considerable economy. To set preventive maintenance is always much better than having a service which provides an intervention in case of failure; this is obvious, because preventive maintenance can be planned, whereas failures are random. For instance, preventive inspection of central heating is much wiser than waiting for phone calls when each heating system breaks down.
3. Comply with regulations

The Information System also helps the Company prove that it complies with social and environmental regulations:

- Number and circumstances of industrial accidents;
- Impact on the environment, for the production or for the waste.

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In short, the Information System will help the Company provide concrete data for each of its claims towards its customers and towards the authorities; it is also the basis of a decision-making tool for the Company itself: what directions develop well, and why?

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SCM SA, a Paris-based Company, was established in 1995. It provides robust mathematical models, which prove to be effective in difficult situations.

SCM SA has its web site in English, French, Russian:

English: http://scmsa.pagespro-orange.fr/accueil_e.htm
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