



*...systematic product improvement...product configuration...classification...weak point analysis...*

**Problem** A continuous product study for systematic improvement comprises a consequent recording and analysing of failures. Therefore a classification system of coded failures assist the user to find different kind of failures, failure locations and cause of faults.

Such a classification system has to be developed according to the conditions of the company as well as the specific characteristic of their products.

**Project description and result** Based on a reworked product structure the classification system for the error code has been defined. The most important criteria for classification were

- clear selected sub-assemblies
- availability for all products
- integration of external error codes
- well manageability and
- systematic for all products

The developed classification system supports the service employees to find problems and to define and to follow measures. The design engineers now are able to analyse problems of machines and systems more systematic and faster than before. This instruments are the basic for a continuous improvement of the product.

An arrangement of a quality management and a quality assurance system assisted this systematic and structured project work and was the key to success.

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