EICHLER
Elektronik-Service-Center
Ein Unternehmen der WISAG

Customer Information

Your Direct Line to EICHLER

24/7 service on spare parts and equipment excess stock in case of emergency

+49 8196 9000-247

Our telephone service is available 24 hours a day, 365 days a year, including Sundays and public holidays. We supply fully tested spare parts from stock. Please contact us for further details. In case of machine breakdown, you can contact our technical support team directly.

Questions about sales, maintenance and repair

+49 8196 9000-0

Due to the high quality standards we set ourselves, you will receive all repaired, replacement or exchange devices cleaned, refurbished and function-tested, with at least a 24-month guarantee and warranty. Ask at any time about maintenance orders on-site or for a detailed cost estimate.
If you have any basic questions, please arrange a personal consultation appointment with your EICHLER sales representative.

Life Cycle Management

+49 8196 9000-350

When it comes to ensuring system availability, Configuration Management with an on-site inventory or the right supply strategy – then you've come to the right place. We will be happy to answer your questions or arrange an appointment for a detailed consultation.

Training schemes – EICHLERakademiE

+49 8196 9000-366

Do you have any questions about contents, hotel bookings, how to reach us? Are you in need of specific technical consultations or do you wish to join our training schemes? We will be happy to help you!

Sell excess stock

+49 8196 9000-550

We are constantly on the lookout for devices and units from the fields of HMI, PLC assemblies, drive technology and robotics. Across all manufacturers, we offer you an uncomplicated and fast way to reduce your automation technology stocks.

K-Info 15-en

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Life Cycle Management

System availability despite obsolescence

www.eichler-service.com

What is Obsolescence Management?

Supply Strategy

EICHLER Life Cycle Check

Configuration Management

EICHLER Life Cycle Management

Glossary

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Produktion

Wirtschaft

03. Aug. 2021 | 08:16 Uhr | von Redaktion Produktion

Ifo-Umfrage

Materialmangel: Zwei Drittel der Industrie ist betroffen

Von Holz und Kunststoffgranulat über Stahl bis zu Elektronik-Chips - querbeet fehlen der Wirtschaft gegenwärtig Rohstoffe. Die Klagen werden lauter.

Elektronik-Chips werden derzeit händeringend gesucht. - Bild: Aucanisio - stock.adobe.com

Die deutsche Industrie leidet immer mehr unter Materialmangel. Inzwischen beklagen 64 Prozent der vom Ifo-Institut befragten Unternehmen Engpässe und Probleme bei Vorlieferungen als Hindernis für ihre Produktion. "Bereits im Vorquartal meldeten die Unternehmen einen Rekordwert, dieser wurde nochmals deutlich übertroffen", sagte Ifo-Experte Klaus Wohlrabe. "Das

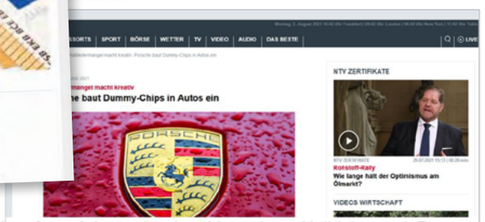
DIENSTAG, 11. AUGUST 2020

Boeing 747 braucht für Updates Floppy-Disks

Jumbojet nutzt Technik der 80er

- **Das Aus der Boeing 747 ist beschlossene Sache, zu unrentabel und unflexibel soll das Flugzeug sein. Ein Blick in die Bordtechnik legt zudem offen, dass das legendäre Großraumflugzeug noch von Computertechnologie aus den 80er Jahren abhängt.**
- Seit Jahrzehnten steigt der legendäre Jumbo Jet 747 in die Lüfte, doch auch die Technologie des Großraumflugzeugs von Boeing stammt teilweise noch aus den Anfangsjahren der Computertechnik. **Wichtige Software-Updates werden immer noch über 3,5-Zoll-Diskettenlaufwerk aufgespielt**, wie ein Video der Cyber-Sicherheitsfirma Pen Test Partners zeigt. Das Video gewährt einen einzigartigen Einblick in die gesamte Luftfahrttechnik und Elektronik des Boeing-Fliegers. Zu sehen ist die rechenzentrumsähnliche Sektion unter dem Passagierdeck, bestehend aus modularen Blackboxen.
  Im Cockpit entdeckten Pen Test Partners dann ein 3,5-Zoll-Diskettenlaufwerk, mit dem wichtige Navigationsdaten geladen werden. Es handelt sich um eine Datenbank, die alle 28 Tage aktualisiert werden muss. Ein Techniker spielt jeden Monat die neuesten Aktualisierungen auf.
- Ganz ungewöhnlich ist die veraltete Technologie in modern erscheinenden Fliegern nicht. **Einige Fluggesellschaften** haben sich mittlerweile von Disketten verabschiedet, andere sind **beschäftigen weiter Ingenieure, die monatlich Updates** zu Flughäfen, Flugwegen und Landebahnen **hochladen**.

(Foto: picture alliance / dpa)



Porsche behilft sich aufgrund des weltweiten Mangels an Halbleitern mit Dummy-Chi
steuern täglich mit hohem Aufwand und Kreativität unsere Produktionsprogramme u
können darüber etwas abfedern - zum Beispiel produzieren wir Fahrzeuge mit soger
Dummy-Chips", sagte Porsche-Chef Oliver Blume der "Stuttgarter Zeitung" und den
"Stuttgarter Nachrichten". "Sobald die realen Chips verfügbar sind, rüsten wir diese


heise online

IONOS CLOUD

IT Wissen Mobiles Security Developer Entertainment Netzpolitik Wirtschaft

TOPTHEMEN: WINDOWS 11 KRYPTOWÄHRUNGEN E-AUTO RAUMFAHRT APPLE PODCASTS

heise online) News) 04/2021) Teufelskreis: Keine Chipfertigungsmaschinen wegen Chipmangel

Teufelskreis: Keine Chipfertigungsmaschinen wegen Chipmangel

Ein Mangel an Controllern für Chipfertigungsmaschinen lässt deren Produktion stocken – sie werden aber benötigt, um die Liefersituation zu verbessern.

Lesezeit: 2 Min. In Pocket speichern 73

Trauerspiel von Fiat

Mit Ihrem Crashtest wollten Sie die Frage beantworten, ob und wie Sicherheitssysteme in 18 Jahre alten Autos funktionieren. Gute Idee! Der Hinweis von DEKRA-Ingenieur Thilo Wackenroder, dass es keine Austauschpflicht für 15 bis 20 Jahre alte Rückhaltesysteme gibt, ist eine zwiespältige Sache. In meinem Fall habe ich ein noch älteres Auto, einen Fiat Barchetta von 3/2002. Dass die Gurte nach so langer Zeit und Sonneneinstrahlung ausgetauscht werden sollten, ist eigentlich klar. Das wollen auch viele Cabriofahrer gerne tun, aber: Wie es vielen Besitzern von Youngtimern geht – und beim Barchetta ganz extrem –, es gibt keine neuen

Ersatzteile mehr. Einen Airbag kann man im Moment noch besorgen – ist aber auch mindestens 15 Jahre alt. Aber beim Thema Gurte stellt sich gerade Fiat

> "Many of our customers face the daily challenge that individual units in their machines and systems are discontinued by the manufacturer and thus become obsolete."

What does obsolescence basically mean? According to international standards, a distinction is made between obsolete physical units (e.g. hardware) and non-physical units (e.g. software). Obsolescence means that a unit is no longer in production by the manufacturer according to the original specification. In the case of a non-physical unit, obsolescence refers to its availability fom the manufacturer according to the original specification.

After these life cycles become increasingly shorter due to developments such as Industry 4.0 or artificial intelligence, after-sales service has continuously evolved over the years, particularly in the open market independent of any ties to specific manufacturers.

In addition to the original manufacturers of specific automation technologies, machine builders, dealers and service providers have particularly adapted to this situation. The main objective is to ensure that the planned service life of your machines and systems can be achieved despite cases of obsolescence, while at the same time remaining economical and cost-efficient.

At EICHLER, we have therefore been working intensively on this topic for more than seven years. Back in 2018, an independent department was established to handle all aspects of Life Cycle Management. Our services within Life Cycle Management have grown in line with the practical challenges faced by our customers and are specifically tailored to them. With the help of our flexible three-stage model, we are able to support you as a customer at every stage of your process and accompany you on the path towards sustainable system availability. Whether it starts with recording your installed individual components, requires a Life Cycle Check according to EICHLER, or involves developing a targeted Supply Strategy – we will support you.

No final strategy in Life Cycle and Obsolescence Management comes "out of the box", it is always developed in close coordination with you and your processes to find a perfectly fitting solution. In this context, service agreements with our customers guaranteeing 10 years of system reliability are not the exception but rather the rule.

EICHLER
Life Cycle Management

5,6 years
Is the average life cycle of PLC assemblies in automation technology.

Simple, flexible, structured
3 modules for sustainable system availability

Individual Supply Strategy
- **Full-Service-Warehouse Management**
- **Reservation of spare parts**
- Strategic Repair Management
- Cyclical Maintenance/ Refresh models

EICHLER Life Cycle Check
- Unit-specific overall risk
- Technical Risk Analysis
- Economic Risk Analysis
- Product Status/Obsolescence Analysis

Inventory and Configuration Management
- Creation of digital configuration file
- Data cleaning/verification/completion
- On-site inventory assessment

With EICHLER's Life Cycle Management solutions, you can ensure system availability right up to the planned decommissioning. Each of the three modules includes services specifically tailored to the needs of maintenance teams and operators. **The module components can be obtained individually at any time or flexibly combined with one another.** You receive everything from a single source: from the on-site inventory assessment through to the implementation of individual Supply Strategies. As your strategic partner, we guarantee time- and cost-efficient integration into your process, so that you can focus on what really matters.

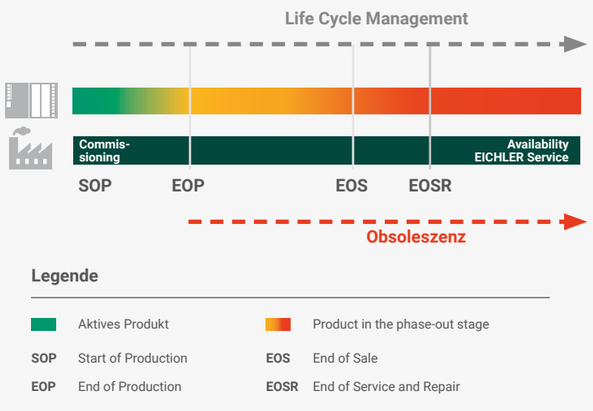
Ensures system availability – From touch panels and PLC assemblies to large converters

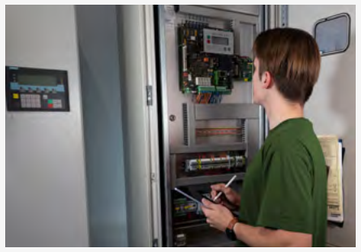
Electronic assemblies are among the machine and system components with the shortest product life cycles. On average, only 5-7 years pass between market launch and discontinuation. Combined with the increasing degree of automation, system operators and maintenance teams are being confronted with assembly obsolescence more and more frequently.

As a leading service provider, EICHLER offers comprehensive Life Cycle Management solutions for industrial electronics, from touch panels to large converters. Starting with a basic inventory assessment through a full-service concept including Warehouse Management. This enables you as an operator to at flexibly, to identify critical gaps in you service cycle at an early stage, and to secure system availability with tailored Supply Strategies right up to the planned decommissioning.

Effectiveness of Life Cycle Management for industrial electronics compared with system service life

The effectiveness of Life Cycle Management extends across several phases of the product life cycle. It reaches its highest level when implementation takes place before the first critical phase (EOP). With a tailored Supply Strategy, the risks and consequential costs of obsolescence can be significantly reduced, and system availability can be ensured right up to the planned decommissioning.





Inventory Assessment and Configuration Management

We analyse your system and warehouse inventories and ensure a meaningful, structured data basis.

The structurally correct recording of system and warehouse inventories is the prerequisite for sustainable Life Cycle Management. Our experts carry out complete recording of master data as well as operating and environmental data at your site, at the desired time. In addition, we perform checks, cleaning, and completion of existing data lists and create a digital configuration file.

EICHLER Life Cycle Check

We determine the current and the future overall risk of each unit or assembly in your system.

This gives you clarity about the component-specific overall risk of each assembly. Based on operating and failure data, the technical risk is determined. Availability and market research reveal the economic risk. The analysis of the current and future Product Status provides information on the expected obsolescence risk. The collected results then lead to the determination of the overall risk for each assembly.

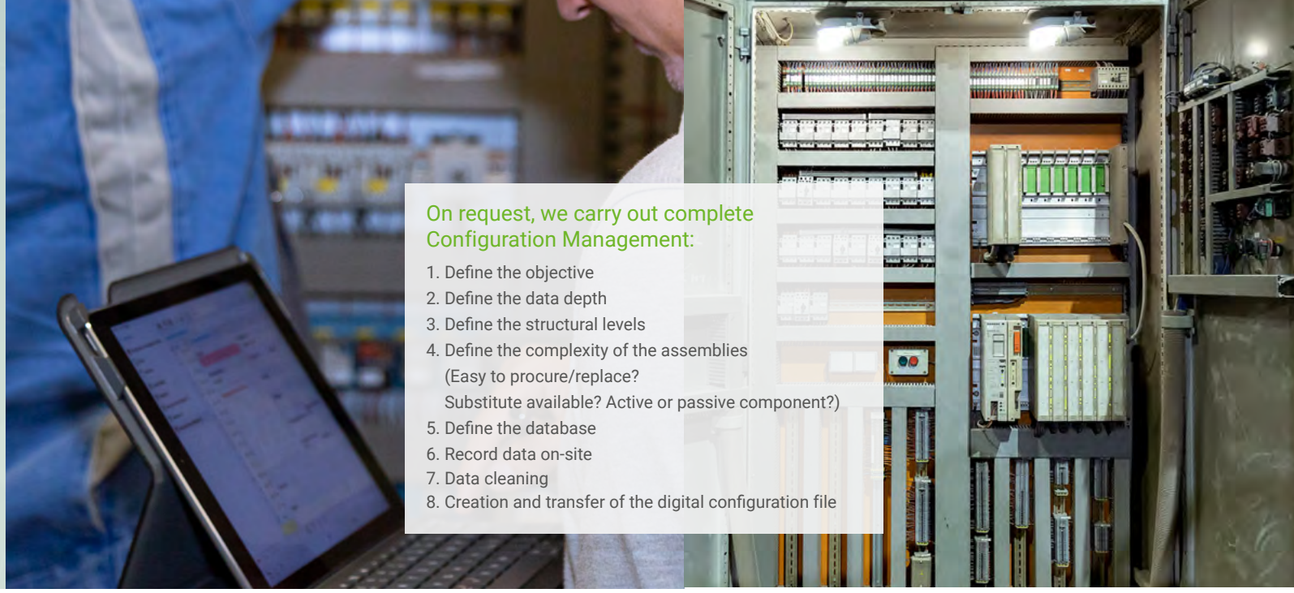
Individual Supply Strategy

We implement a tailored mix of Supply Strategies that sustainably ensures system availability.

The right mix of Supply Strategies ensures the long-term availability of your assemblies. Cyclical refresh and maintenance plans proactively reduce the risk of failure. Defective assemblies are restored through Repair Management up to the required point in time. Access to both current and discontinued assemblies is secured through **reservation**. Strategic long-term availability can be achieved through our **Full-Service Warehouse Management**.

Configuration Management

A meaningful form of inventory assessment



On request, we carry out complete Configuration Management:

1. Define the objective
2. Define the data depth
3. Define the structural levels
4. Define the complexity of the assemblies
   (Easy to procure/replace?
   Substitute available? Active or passive component?)
5. Define the database
6. Record data on-site
7. Data cleaning
8. Creation and transfer of the digital configuration file

Configuration Management helps system operators and maintenance technicians keep track of the following: which manufacturers and assemblies are used, in what quantities and versions, in which machine or system, and under which conditions?

Despite even shorter innovation cycles in the field of electronic assemblies and the resulting component obsolescence, the planned service lives of machines and systems in industry continue to increase. Among our customers, operating periods between 20 and 30 year are by no means uncommon. In many cases, knowledge within a company becomes obsolete more quickly than machines and systems are rebuilt. This makes it more important to maintain proper documentation throughout the entire product life cycle. Yet this is precisely where we are confronted with the most diverse obstacles. The most striking problems are time and resources, which are unfortunately often lacking in maintenance. The tasks to be managed are therefore even more extensive than they may appear at first glance.

Why Configuration Management

Diversity of systems in use:

Many machines and systems consist of several individual assemblies from various manufacturers, series types and even special constructions. Different manufacturer part numbers complicate the inventory assessment.

Consistency and standardisation:

Data should be logical and internally consistent. Without adherence to standards, the same things may be described differently, different terms may be used, and these may be assigned varying meanings.

Missing documentation:

Unfortunately, digital bills of materials are all too often not available. Instead, the paper form is still a common medium, but one that is easily lost, quickly becomes outdated and after a long period of time, is often no longer legible.

Continuous updating:

The continuous updating of data is also referred to as Change Management. Machines and systems change through modifications and retrofits. Ongoing maintenance of the inventory assessment is therefore essential.

Data Requirements – What data is available? Current - Structured - Complete – Plausible

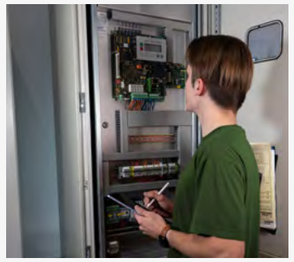
Basic data – highly relevant:

- Structural level
- Internal article number
- Quantity (installed/on stock)
- Manufacturer
- Manufacturer part number
- Designation

Environmental data:

- Type of installation
- Installation location
- Temperature
- Humidity
- And much more

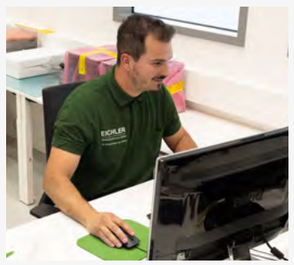
EICHLER Services



On-site inventory assessment

Our technically trained experts carry out the complete and structurally correct recording of basic data as well as operating and environmental data at your site, at the required time. For a comprehensive assessment, it is important that an inspection of the relevant system can be ensured. To implement the inventory assessment quickly and without long downtime, the latest mobile data collection systems are used. Data entry is carried out in compliance with the currently valid standards and norms in the field of Configuration Management.

- ✔ Recording of relevant basic and environmental data
- ✔ Modern data collection systems in use
- ✔ Individual appointment scheduling and standardised billing



Data cleaning / verification / completion

In addition, we have created an alternative solution to on-site inventory assessment by consolidating various data sets, which may already be available, into a usable configuration file. It does not matter whether these are circuit diagrams, handwritten data lists, or other machine documentation in PDF files or scans. If changes have been made to the system since the creation of the original documentation, an on-site verification by our experts is possible.

- ✔ Recording from various sources (circuit diagrams, inventory lists, etc.)
- ✔ Consolidation, digitalisation and structuring
- ✔ Cleaning, verification and completion of existing data

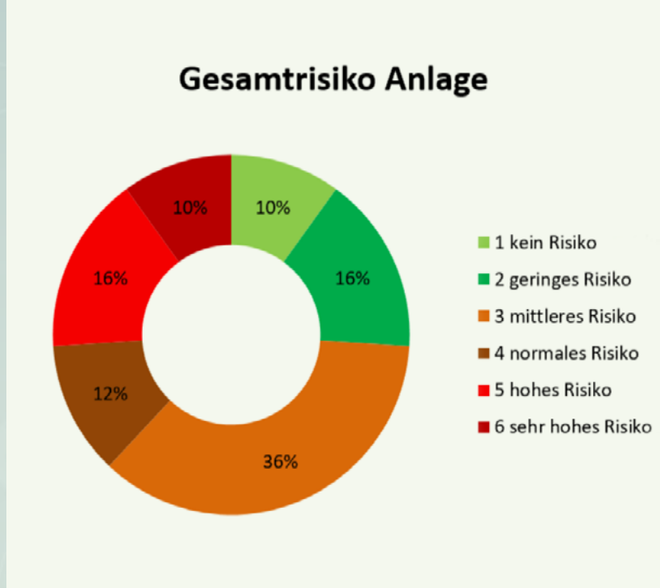
Cleaning, verification and completion of existing data

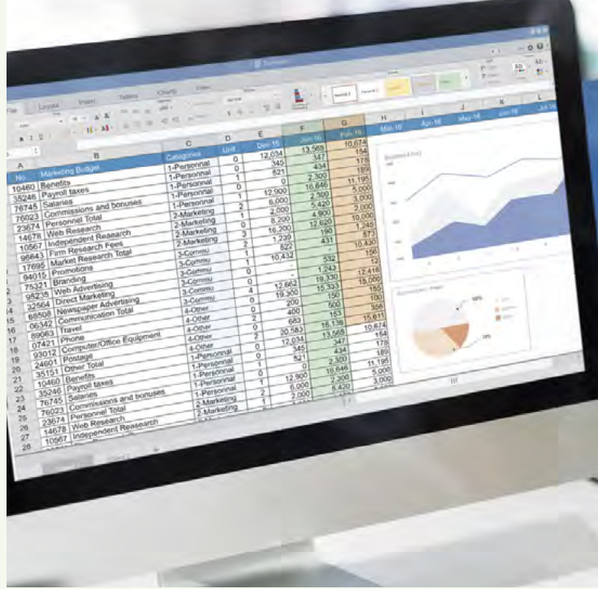
The recorded and digitised data sets are provided to you for further use in an Excel workbook. This includes all collected and cleaned data, considering the actual structural and hierarchy levels. In addition, you receive recommendations for continuous updating to ensure your system availability. By working with EICHLER, you not only bring the necessary expertise into your company but also save valuable time and resources

- ✔ Creation of a complete digital configuration file
- ✔ Provision of the data as an excel workbook
- ✔ Personal expert consultation on request

EICHLER Life Cycle Check

For determining the individual overall risk of each assembly





Knowledge of the current condition, past development, and possible future outlook of individual assemblies is highly decisive for effective Life Cycle Management. Especially for the strategy of consistently and sustainably securing your own system availability in the fight against obsolescence. Current standards and guidelines on Obsolescence Management already recommend carrying out a Risk Analysis. When looking more closely at the various forms of a possible Risk Analysis, one encounters more and more hurdles that need to be overcome. For example, in this area too, time, resources, and the necessary expertise are often lacking to answer questions such as: “Who can carry out a Risk Analysis?”, “When can a Risk Analysis be carried out?” and “What data is actually required to carry out a Risk Analysis?”.

Components of the **EICHLER** Life Cycle Check

Product Status/Obsolescence Analysis

Within the **Product Status** and the **Obsolescence Analysis**, usable results can be achieved on the basis of existing basic data such as the manufacturer part number. Live data from your machine or system does not yet play a role here. This type of analysis determines the availability status of your individual assemblies both in relation to the original manufacturer and to EICHLER. The Product Status and Obsolescence Analysis always goes hand in hand with Economic Risk Analysis.

Economic Risk Analysis (Obsolescence Risk)

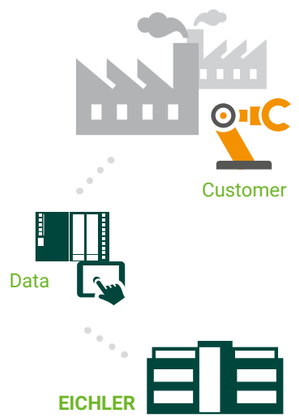
Building on the Product Status and Obsolescence Analysis, the **Economic Risk Analysis** is applied. This consists of several factors, with the Product Status of both the original manufacturer and EICHLER forming the most important basis. Live data from your machine or system can also be used at this stage to achieve more meaningful analyses. In this way, much information can be derived from your inventories or planned service life.

Technical Risk Analysis

Technical Risk Analysis refers to the measure for assessing the relationship between the probability and the impact of a system breakdown. The classic maintenance parameters are MTBF (Mean Time Between Failure) and MTT (Mean Time To Repair), but more general data such as failure frequency can also play an important role in the area of technical assessment. The particular challenge, however, is the long-term recording of live data from your system or machine.

Assembly-specific overall risk

To finally bring all evaluations to a common denominator, the results of all previous analyses are consolidated and represent an overall risk consisting of obsolescence and technical factors. Such analysis results can provide fundamental support for a wide range of objectives. For example, they can help to optimise inventories, reduce capital commitment costs, and improve system availability.



Recording of the relevant basic and environmental data either by the customer themselves or by the EICHLER experts, who can draw on applicable standards and norms and supplement them with the company’s internal expertise.

Data analysis

Product Status/ Obsolescence

Evaluation of the basic data according to obsolescence status. Only the manufacturer part number is required.

Economic Risk

Assessment of the basic data, e.g. manufacturer part number, designation, quantity, internal ID, etc.

Technical Risk

Assessment of the individual and environmental risk, e.g. MTBF/ MTTR, failure rate, temperature, and humidity

Overall risk of each assembly

Overall risk for your system in the digital **EICHLER** Cockpit

In summary, the Life Cycle Cockpit is a practical tool for better decision-making within maintenance. Both monitoring and continuous control o the system condition can be displayed in this cockpit in detail, in tabular as well as in visual form. The great advantage is its inherent flexibility, enabling the application to be customised individually and used effectively in the long term.

EICHLER Tip

- ✔ Make actively use of the digital Cockpit and carry out regular updates of the electronic Risk Analysis (at least once a year).
- ✔ The better the quality of the customer data, the greater the benefit of the EICHLER Life Cycle Check for the customer.
- ✔ The results of the Life Cycle Check form the optimal basis for implementing a sustainable and individual Supply Strategy

Supply Strategies

To ensure system availability

We offer:

Tailor-made solutions to increase and extend the service life and availability of your systems.

Get in touch with us!

Efficiency of a Supply Strategy

Why are many Supply Strategies neither sustainable nor efficient?

- Insufficient or excessive inventory
- Rising costs due to continuous repurchasing
- Lack of visibility of availability on the OEM and secondary market
- Strategies partly inflexible, not at assembly level

What companies fear most are long and unplanned downtimes in production. High failure rates and the resulting costs are the consequences.

The difficult task of avoiding such situations usually falls to a company's maintenance within the value chain. They often have limited resources, time, and means available to handle such challenges consistently without further complications and under ideal conditions. So where exactly do the concrete problems lie that Unnecessarily prolong downtime? Is it a lack of inventories, the procurement options for obsolete or temporarily obsolete parts from the manufacturer, the service capability of machine builders and/or service providers, or the insufficient budget for stocking and maintaining spare parts in the warehouse? Often it is the combination of all these and many other hurdles that make maintenance so complex today.

Therefore, Eichler GmbH focuses on process-oriented, individual Supply Strategies that can be integrated flexibly into almost any company. Step by step, individual problems are solved in order to support maintenance with targeted measures. To ensure fast response times in production, the solution is often a mix of Supply Strategies combining effective warehousing with proactive preventive measures and professional repairs.

What makes warehousing so difficult?

For warehousing, the right environment is essential. Low humidity, room temperature, and clean ambient air are requirements. Regular inspection and energisation, as well as proper packaging for electronic and mechanical protection, are absolutely necessary. Market availability should definitely be monitored. To round off warehousing professionally, the warehouse should also be flexible.

EICHLER's Supply Strategy

They are based on a fundamental principle and are customised within projects in several phases to suit the prevailing processes. Each service is covered by a service agreement and developed in close coordination.

1. Full-Service Warehouse Management

Full-Service Warehouse Management is a comprehensive warehousing solution that includes all technical measures for maintaining functionality. Beyond warehousing and technical challenges, EICHLER also takes over the controlling of storage times and market monitoring. In this way, Warehouse Management can be dynamically adapted to prevailing conditions at any time. This is accompanied by the guarantee of being able to offer repairs for the agreed contract products throughout the associated period.

2. Reservation of spare parts

By **reserving spare parts**, you can secure and increase both production reliability and system availability. Within the agreed period, it is possible to purchase an assembly from stock in the event of need, even in the case of a system breakdown. The particular advantage is that an investment only has to be made when required. Accordingly, this strategy also naturally includes the option of repairing the agreed contract products throughout the entire contract term, should the market situation change.

3. Strategic Repair Management

Strategic Repair Management is the assurance of being guaranteed a repair. The risk of not being able to carry out a repair at some point is thus eliminated. The major challenge then lies with EICHLER, which, through its internal Obsolescence Management, takes care of the correct stocking of repair parts, the early substitution of obsolete repair parts, and the provision of test equipment.

4. Cyclical maintenance and refresh models

Our **cyclical maintenance and refresh models** are based on the principle of Full-Service Warehouse Management. In this strategy, the customer undertakes the complete storage of their assemblies, whereas all technical tasks concerning functionality and appropriate storage packaging are entrusted to EICHLER. In addition, EICHLER once again takes on tasks such as monitoring storage periods and observing the market.

Warehouse Management or Reservation – a comparison

	Full-Service Warehouse Management	Reservation of spare parts
Ownership structure **Possesion**	Third-party warehousing of **your devices** in the EICHLER warehouse, including all technical measures to maintain functionality. Owner = **You! Your device is stored by EICHLER**	Guaranteed availability of system-relevant devices without purchase obligation Owner = **EICHLER! Until Delivery**
EICHLER Services	▪ Administration ▪ Market monitoring ▪ 24/7 access ▪ Energisation ▪ Repair ▪ Forming ▪ Refresh ▪ Inventory ▪ Functional testing ▪ Warehousing	▪ Administration ▪ Market monitoring ▪ 24/7 access ▪ Replacement ▪ Functional testing ▪ Provision of system-relevant assemblies
Your advantages	▪ **Strategic safeguarding of your system availability** ▪ **Outsource warehouse space → save costs** ▪ **24 months guarantee from call-off** ▪ **Cost transparency through fixed contracts**	▪ **No investment in inventory** ▪ **No purchase of acceptance obligation** ▪ **24 months guarantee from call-off** ▪ **Flexibility in term, extension, and termination**
Suitable for	▪ Storage duration: > = 5 years ▪ Many assemblies affected ▪ Low to medium assembly value ▪ System-relevant assemblies	▪ Storage duration: < 5 years ▪ Manageable quantity of devices/ individual devices affected ▪ High device value ▪ System-relevant devices
Reference calculation (Annual flat rate) **Basis in each case:** assembly value of 10 x 6SE7031-8EF60 = 239.786 € (Stand 10/2020)	Annual flat rate = **Storage costs per year** = **389,78 €** per year for 1 assembly = **3.897,86 €** per year for 10 assemblies **Plus the customer's previous investment costs** (see base value on the left)	Annual flat rate = **Reservation costs per year** = **1.438,72 €** per year for 1 assembly = **14.387,16 €** per year for 10 assemblies **No additional prior investment costs required**

Supply Strategies

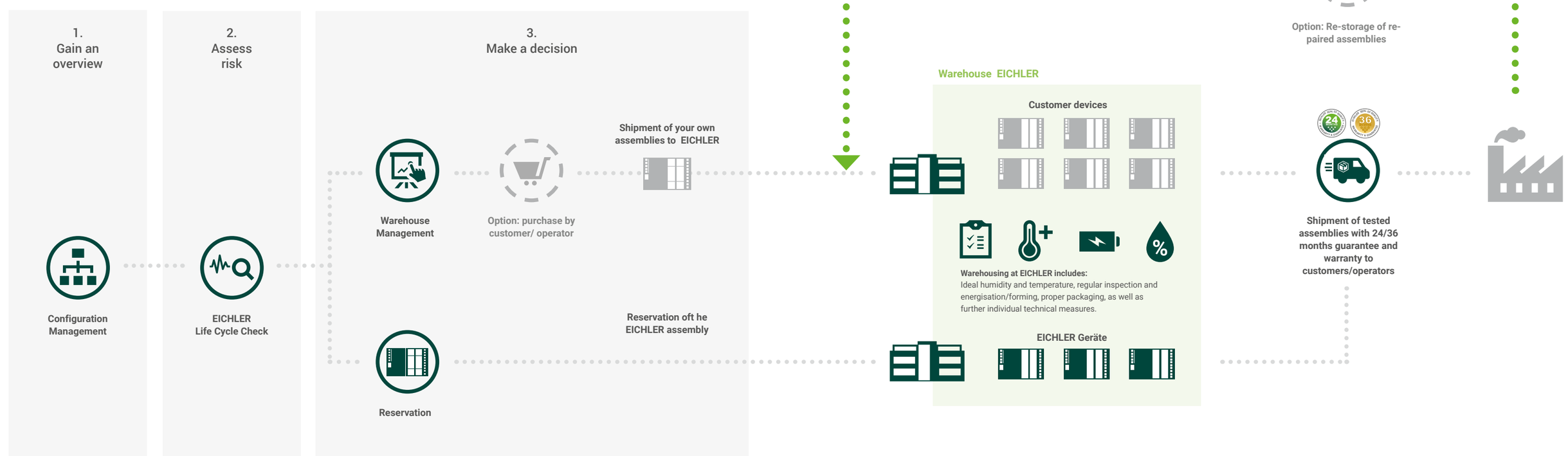
Finding the right one – with EICHLER

In practice, it takes just 3 simple steps…

With Configuration Management, you gain an overview of all actively operated or stored assemblies. Through the Life Cycle Check, you are able to assess the Individual and future risk for each assembly. This now enables you to make a well-founded decision…

…that can ensure your system availability

… and select the Supply Strategy specifically tailored to you. In practice, a combination of Warehouse Management and Reservation is often the best option. This gives you maximum security and allows you to access function-tested assemblies with guarantee and warranty at any time.



Specialist Seminars

For maintenance experts

Your path to success: On-site seminars

Our seminars take place directly at your site – individual, without any travel effort, and with tailor-made content for your team.

Our speakers are well connected within the industry and actively participate in various professional associations, committees, and boards.

EICHLER expert speakers

Frank Melerra

With EICHLER since 2017. Having started in on-site service, he has been heading the Life Cycle and Repair Management department as an expert since 2023, as well as leading the corresponding EICHLER specialist seminars

- Electrical installer
- 8 years deputy head of control and automation technology
- 14 years managing director (service and assembly company in the printing sector)
- 5 years production manager (development and production of high-frequency amplifiers/proton therapy)
- On-site service support at EICHLER in postcode areas 4 and 5
- Since 2023 Head of Life Cycle Management/ Seminar

Karl-Heinz Hagemann

With EICHLER since 2012 in Sales and Seminar Management. Since 2015, he has been leading the Life Cycle and Repair Management seminars throughout Germany, Austria and Switzerland.

- Master radio and television technician/ business economist (CCI)
- 16 years Training Manager at TOSHIBA and Schneider-Rundfunkwerke AG
- 5 years of experience in technical customer support and on-site service for postcode areas 6 and 7 at EICHLER
- 6 years Head of On-Site Service Management and Assistant to the Head of Sales at EICHLER
- Expert in Repair Management and system availability
- Since 2015 Head of Customer Seminars

Wolfgang Heinbach

As a globally recognised expert, he supports companies in significantly minimising the impact of obsolescence on their business.

- PhD in Electrical Engineering
- Founder and partner of SYLIOM UB
- Until 2021 Managing Director of D+D+M (Data Management) and GMP German Machine Parts (Obsolete Spare Parts)
- 19 years with Siemens AG
- Contributor to standardisation at DIN, DKE, VDMA and IEC
- 8 years board member and chairman of the Component Obsolescence Group Germany (COGD)
- Board member of IIOM

In addition to imparting proven practical expertise, you will also receive first-hand information on new legal regulations, current standards, and technical developments.

Life Cycle and Repair Management

For maintenance technicians and purchasers, 1-day

Cost reduction, system availability and discontinuation shape the daily work of maintenance technicians and purchasers. Existing systems are expected to be operated far beyond their planned service life without compromising availability. This new seminar format presents you with proven practical solutions from Life Cycle and Repair Management. You will learn about measures and tools in the field of Risk Analysis. In addition, you will find out how efficient Warehouse Management can reduce inventory costs and why a modern repair centre is indispensable for the long-term availability of your system.

Life Cycle Management – Intensiv

Incl. workshop, Risk Analysis development, 2-days

You will gain in-depth knowledge to identify issues within your supply chains, processes, and the weak points of your machines and systems, and to respond with solution-oriented measures from Life Cycle Management. Together with participants and speakers, you will develop the chronological approach of sustainable Life Cycle Management. This begins with Configuration Management (master data), continues with the evaluation of your machines and systems, and extends to the Supply Strategy for long-term system availability. Obsolescence Management plays a key role in this seminar.

Risk Management workshop

On-site seminar, 1-day

In this in-house workshop, the fundamentals of Risk Management are examined within your company. EICHLER's experts demonstrate how to systematically access and evaluate the risk potentials of a system with regard to obsolescence, and how to develop appropriate avoidance strategies. The basis for this is correctly structured master data, hierarchically organised down to the "smallest replaceable unit" (KTE).
The workshop is carried out based on your individual situation and data. Following the workshop, we develop a strategy plan tailored to your situation, providing you with a proposal on how Risk Management can be implemented for your systems.

Obsolescence Management

reactive / proactive / strategic, 1-day

This specialist seminar examines the causes and effects of obsolescence in an industrial context, specifically focused on production and maintenance. Participants will learn about efficient measures and strategies from Obsolescence Management. Numerous practice-oriented case studies and workshops provide the opportunity to apply knowledge directly. Exchange with professionals and managers from various industries offers new impulses for implementation within the company.

Glossary

Obsolescence and Life Cycle Management

The most important technical terms

A

Alternative/spare part	Alternative, possibly incompatible spare part

B

Bill of Material (BOM)	Bill of materials of a unit/ product
Bridge Buy	Interim purchase

C

Cannibalisation (dismantling)	Re-use of products from stock to support other products

D

Discontinuation	Time of the discontinuation of production by the manufacturer

E

End of Production (EOP)	Discontinuation of production by the manufacturer
End of Sale (EOS)	Discontinuation of sales by the manufacturer
End of Service and Repair (EOSR)	Discontinuation of service and repair by the manufacturer
Unit (item)	Smallest replaceable unit, several units form a product

K

Key Performance Indicator (KPI)	Term for performance metrics

L

Life of need buy (LNB)	Final stockpiling for the entire product life cycle
Last time Delivery (LTD)	Final delivery
Life Cycle Costs (LCC)	Cumulative costs of a product over its life cycle

M

Mean time between Failure (MTBF)	Average time between two failures
Mean time to Repair (MTTR)	Average repair duration between two repairs

N

Not Recommended for new Design (NRND)	Not recommended for new designs

The most important technical terms

O

Obsolescence	Transition to discontinuation of production by the manufac-tureraccording to the original specification
Obsolescence Management (OM)	coordinated activities to direct and control an organisation with regard to OM
Obsolescence Management Plan (OMP)	Description of strategies for identifying and mitigating the effects in the event of obsolescence
Original Equipment Manufacturer (OEM)	Original equipment manufacturer
Original Component Manufacturer (OCM)	Original component manufacturer

P

Proactive Obsolescence Management	Forward-looking approach in Obsolescence Management prior to PDN
Product Discontinuation Notice (PDN)	Product discontinuation notice
Product Change Notice (PCN)	Product change notice

R

Reactive Obsolescence Management	Responsive approach in Obsolescence Management after PDN
Risk Analysis	Comparison of probability and impact of an obsolescence case
RAMS Concept	Concept in which reliability, availability, maintainability and safety are considered in new development
REACH	Regulation of substances and mixtures in articles with/ without intended release
RoHS	Restriction of hazardous substances in electrical and electronic equipment

S

Start of Production (SOP)	Start of production by the manufacturer
Strategic Obsolescence Management	Strategic approach in Obsolescence Management prior to commissioning of a new machine/system
Substitute	Upgrade to a new version with additional features and technically interchangeable (FFF)

U

Upgrade	Upgrade to a new version with additional features

EICHLER Glossary

Obsolescence and Life Cycle Management

EICHLER Glossary

C

- Configuration Management — On-site inventory with creation of a configuration file
- Cyclic refresh and maintenance models — Maintenance and refresh at agreed service level times

D

- Data Cleaning — Data cleaning of bills of materials (BOMs)

E

- End of Service and Repair EICHLER (EICHLER-EOSR) — Discontinuation of service and repair by EICHLER

F

- Full Service Warehouse — External storage of customer devices in the EICHLER warehouse, including all technical measures to preserve functionality

H

- Handling fee — Preparation of storage capacities and environmental conditions for specialised warehousing

L

- Life Cycle Check — Analysis of an assembly-specific overall risk, taking current Standards into account
- Life Cycle Management (LCM) — Management activity throughout the entire life cycle to maintain System availability

P

- Purchase — Purchase of surplus stock of your automation technology

R

- Refresh — Preventive maintenance before a defect occurs
- Reservation — Provision of system-relevant EICHLER equipment

S

- Short-term storage — Temporary professional storage of assemblies (max. 6 months
- Strategic Repair Management — Safeguarding of repair capability “following EICHLER EOSR“

Let us find new ways together to ensure the availability of your systems!

As part of a free telephone consultation, our Life Cycle Management team will present the various options to you. Alternatively, make use of our on-site consultation service provided by our on-site service.

Arrange an appointment for your preferred form of consultation with EICHLER at:

+49 8196 9000-0

info@eichler-service.com

Further detailed information can be found on our website at:
www.eichler-service.com/en/services/life-cycle-management

EICHLER offers a variety of engaging formats on this diverse topic, including seminars, webinars, and workshops. Whether you wish to gain new knowledge, deepen your expertise, or complement your skills, please visit

www.eichler-service.com/en/fachseminare

all seminars including dates, with direct online registration available.