

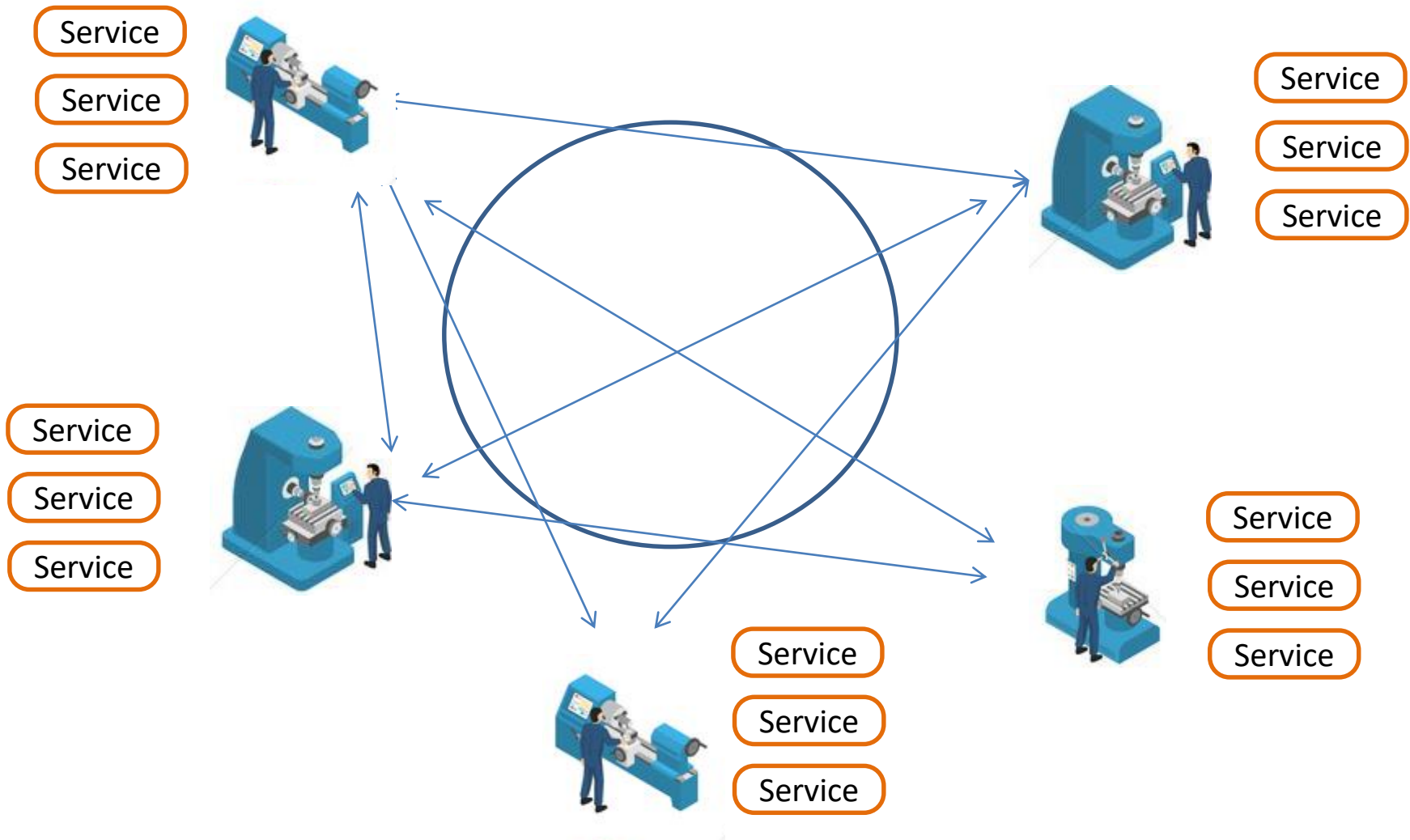
New concept for services in eCl@ss

eCl@ss Congress 2019

Cologne

Dr. Wilfried Hartmann, representing eCl@ss Expert Group 25 „Services“

- ▶ **Current situation of services in eCl@ss**
- ▶ **New concept of services**
- ▶ **Outlook**



- ▶ **Currently, there are 4 segments to classify and describe services**
 - > One segment each for „Development“, „Logistics“ and „Maintenance“
 - > One segment for „General service“
- ▶ **Many products / product groups are mirrored by a service**
 - > From technical reasons, not all products can have a service
- ▶ **What the “service” does is only described by its name**
 - > no further information is given



More information about services is needed!

Collection of properties Example: laundry service

type of laundry

washing temperature

energy consumption

delivery time

disinfected

maximum washing
temperature

eCl@ss Code

order number

name of customer

name of laundry shop

degree of dryness

speed when spinning

weight of laundry

type of perfuming of
detergent

degree of pollution

ironed

► washing

type of laundry

washing temperature

energy consumption

disinfected

maximum washing
temperature

eCl@ss Code

speed when spinning

name of laundry shop

degree of dryness

weight of laundry

degree of pollution

ironed

type of perfuming of
detergent

► Supply of service (i. e. not washing)

delivery time

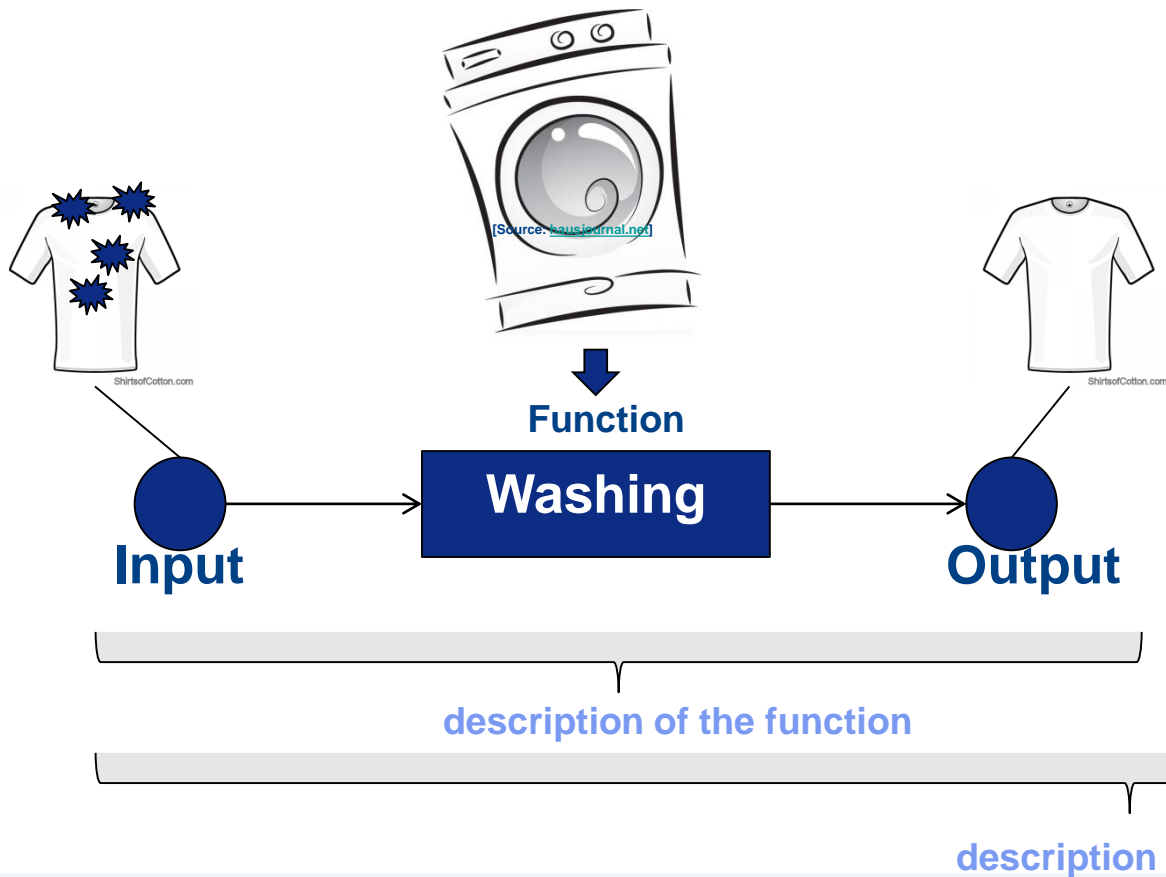
eClass Code

order number

name of customer

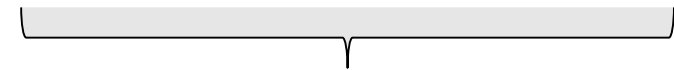
name of laundry shop

► What is the function of the Laundry Service



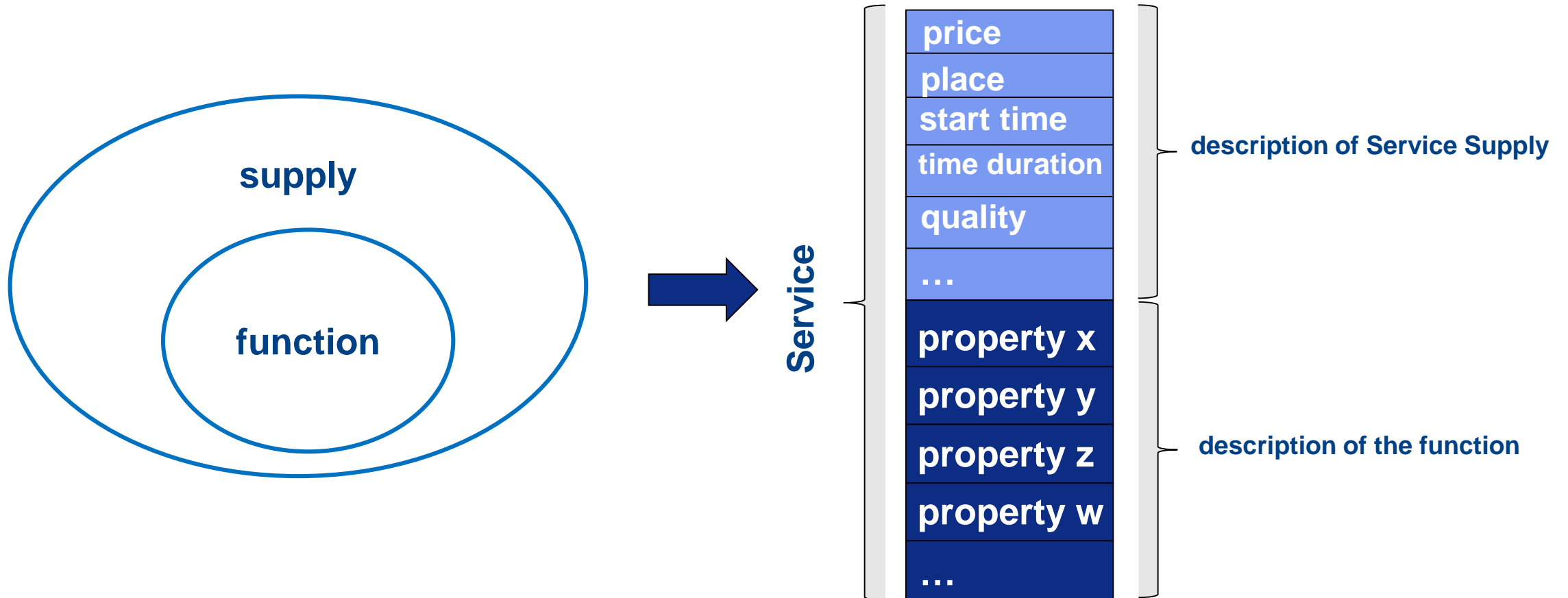
► the supply of the Laundry Service:

- Where is it executed?
- ... at what time?
- ... at what price?
- ... with which quality?
- ...

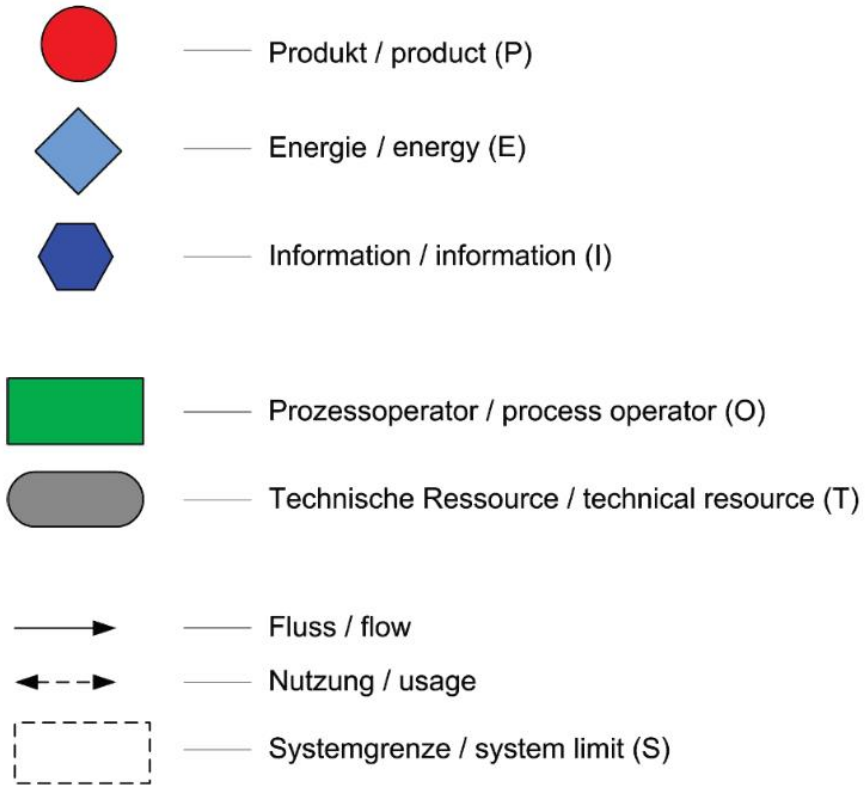


description of the supply of the function

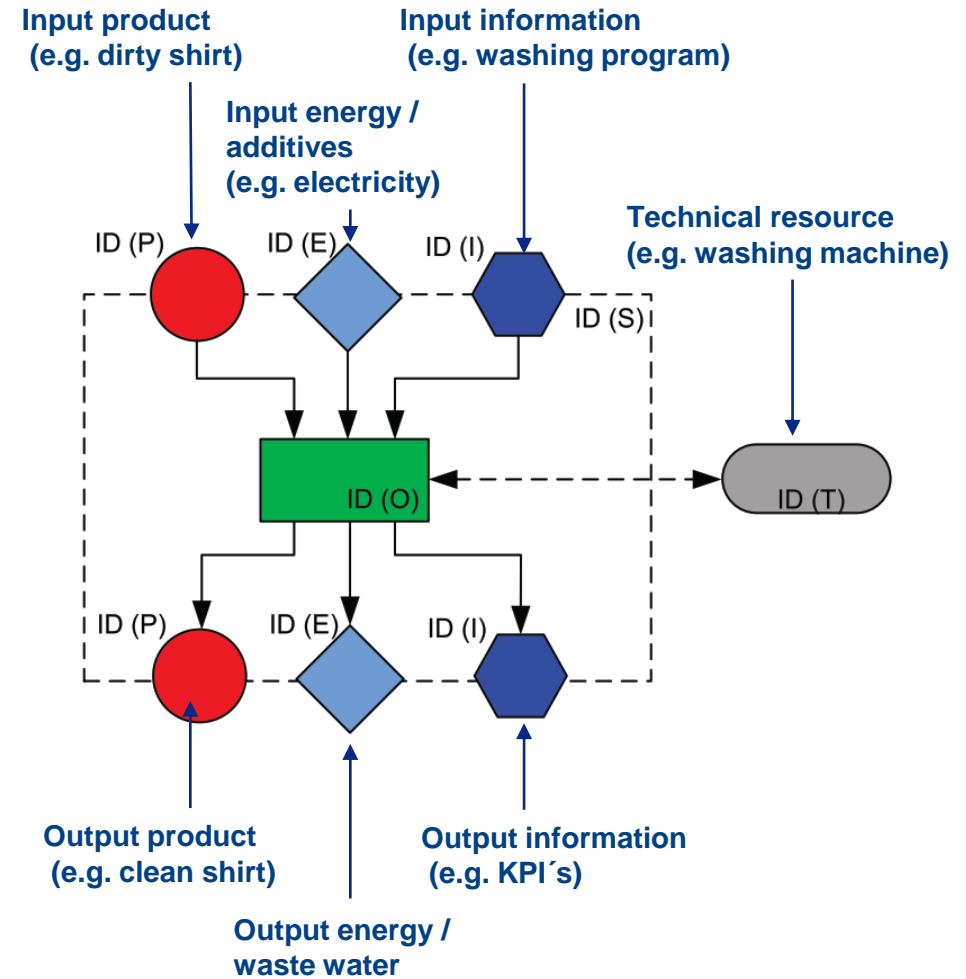
Service = supply of the function by a third party + the function(s) executed



Notation:



Example:



Input product

- > eCl@ss Code
- > type of laundry
- > weight of laundry
- > maximum washing temperature
- > degree of pollution

Input energy / additives

- > type of perfuming of detergent

Input information

Function

- > washing temperature
- > speed when spinning

Technical resource

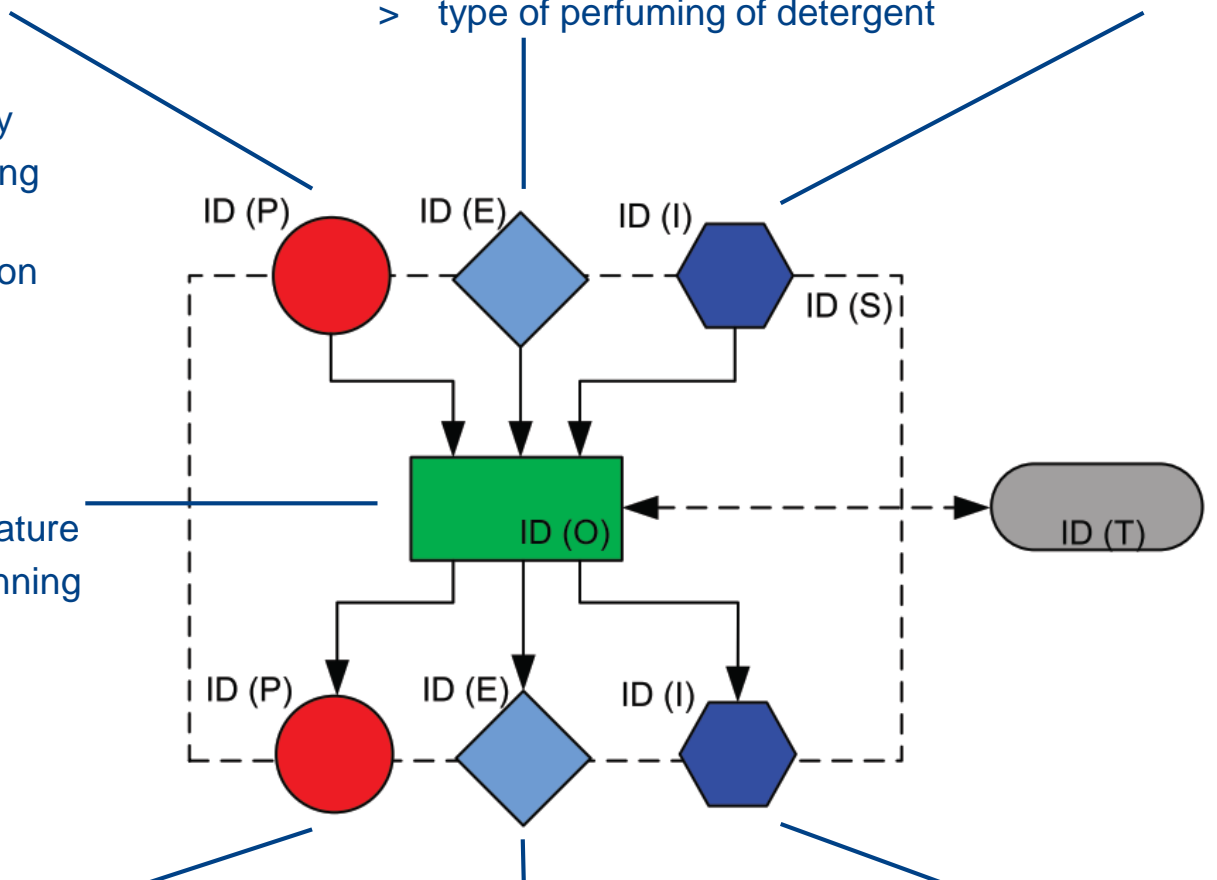
- > eCl@ss Code
- > Identifier
- > energy consumption

Output product

- > degree of dryness
- > ironed
- > disinfected

Output energy / additives

Output information

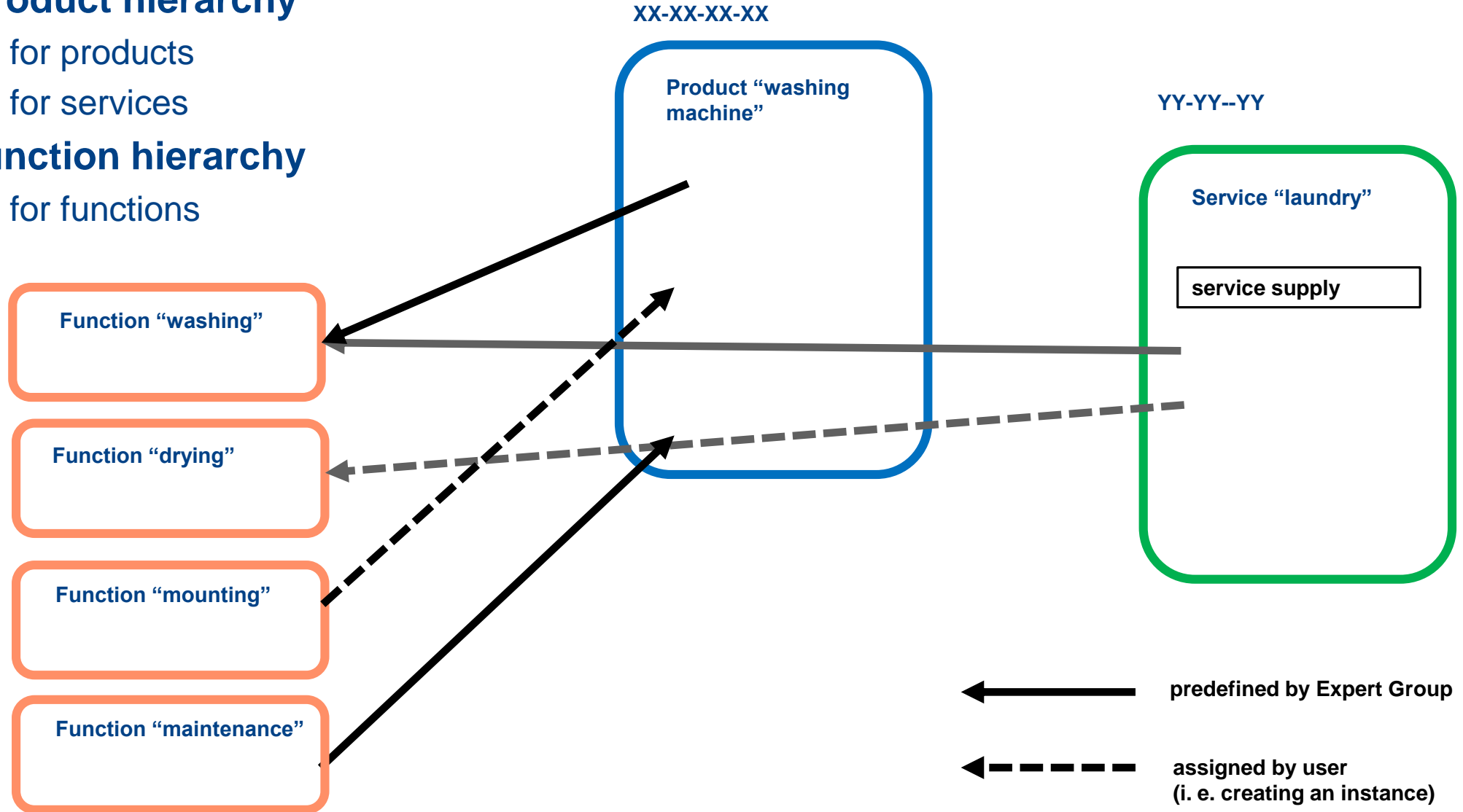


► **eCl@ss product hierarchy**

- > Classes for products
- > Classes for services

► **eCl@ss function hierarchy**

- > Classes for functions



- ▶ **Create “Service Supply” (2019)**
- ▶ **Introduce a **model for functions** into eCl@ss (2020/2021)**
 - > In the context of Industrie 4.0 other eCl@ss groups also need functions → common model!
- ▶ **Start building up the function hierarchy (2020/2021)**
- ▶ **Migrate the current service classes into the “new world” (2021/2022)**