pcn.cockpit® – Successful Digitalization in the PCN Process

The number of product changes and discontinuations by component manufacturers – referred to as PCN/PDN in the following – has constantly grown in the past years. To enable us to react to these changes within grace periods, further digitalization of the process was necessary. All incoming PCNs/PDNs were recorded centrally at Zollner Elektronik AG and distributed to the respective, affected business divisions in order to inform affected customers. To accomplish this, the tool pcn.cockpit®, developed by D+D+M, was already introduced at Zollner toward the end of 2021, which has significantly simplified the central recording of PCNs/PDNs.

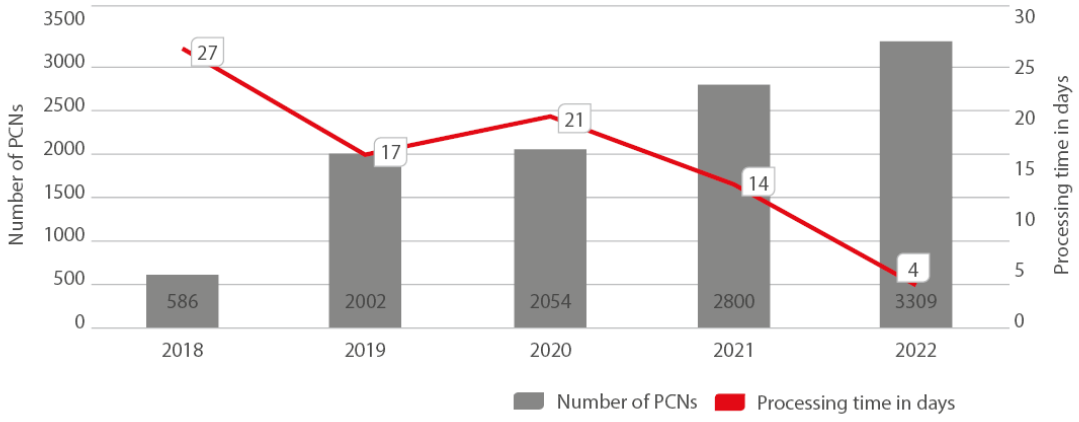
Mainly, the following advantages regarding time and quality resulted for Zollner:

- Forwarding of all received PCNs/PDNs to D+D+M for digitalization and provision in the software tool, thus reading the conventional PCNs/PDNs with the most widely differing attachments is no longer necessary.
- Automated, daily comparison of active components with the pcn.global® database in order to receive very prompt notifications.
- Provision of all available documents and information in digital form
- Simple prioritization of the PCNs/PDNs based on the change type or when the change is made effective as determined by the pcn.cockpit®

In spite of the fact that the number of PCNs/PDNs has increase 25 % over the previous year, the average central processing time could be reduced by 70 %. This time savings is a result of the automation of various time-intensive factors, which D+D+M has identified in a targeted manner. The results determined by the pcn.cockpit® must then be recorded in the Workflow Management System “TIM” in order to inform all process participants.

In order to transfer these results automatically and to avoid manual copying and the resulting errors, this task is taken over by a so-called software robot (RPA). With the constantly increasing number of PCNs/PDNs, the effort in the business divisions for processing them also increases. In order to structure the process to be even more effective, repetitive activities should also be taken over by software robots in the future.

Author: Zollner Elektronik AG (Sonja Fischer)



Caption: pcn.cockpit® – Central Processing Time Development

Photo credit: Zollner Elektronik AG

Contact:

Marketing & Communications

marketing@zollner.de

Address:

Zollner Elektronik AG

Manfred-Zollner-Str. 1

93499 Zandt

Germany

Tel.: +49 9944 201-0

info@zollner.de

www.zollner-electronics.com