



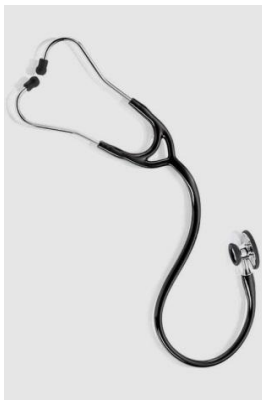
## PLM Interest Group

### PLM Diagnostic

### *PLM Diagnostic*

Sometimes a PLM issue occurs that is so detailed and company-specific that there is no standard course of action to resolve it.

Quite often such problems are related either technical or human interaction; or to force majeure - the impact of other, larger projects over which the PLM Manager has no say or control. In many cases, the PLM Manager can see the problem clearly but is unable to make non-PLM colleagues aware of the pitfalls.



The PLMIG [PLM Diagnostic](#) technique enables a solution to be found quickly and easily.

The ideal solution might seem to be to bring in external consultancy, by its nature the problem is difficult to define and its scope is hidden from most budget approvers. Even if a proposal could be defined, it would seem too expensive to senior management.

The answer is to use the power of video conferencing to combine PLMIG diagnosis with the PLM Manager's own skills in a simple, iterative process.

The [PLM Diagnostic](#) format helps the PLM Team to formulate the problem in writing, analyse the possible options, and then take action - all in the minimum number of iterative steps.

### *Written Results*

One of the key difficulties in these situations is that the problem itself is difficult to define in detail, and the true understanding of the issue is in the PLM Manager's mind.

The [PLM Diagnostic](#) approach leverages the power of written documentation twice - once in the preparation for the first video conference, which ensures the problem is expressed accurately; and then in the Summary Document, which gives the PLM Manager new written material to take forward to his or her colleagues.

## *Iterative Format*

Diagnosis is based around an iterated sequence of video conference sessions, hosted by the PLMIG. In many cases the problem and resolution will become clear after the first session, in which case no further steps are necessary.

Each iteration is carefully prepared. The first step is to produce a written Problem Formulation, and the PLMIG provides guidance for the PLM Manager to compile and present the background. This is refined via Q&A correspondence, which prepares for the first video conference meeting.

This means that the first session is very productive, and the PLMIG provides the Summary Document that puts the results in writing.

If this gives the PLM Manager the material he or she needs to go forward, then the Diagnosis is complete. If more work is needed, the next step is agreed, and the process moves forward to a second step. The moment the PLM Manager becomes confident of resolving the problem, the process stops.

## *Diagnostic Structure*

The Diagnostic process is completely ad-hoc, and arranged to suit the needs and timing of the PLM Manager. The underlying principle is that of talking to an expert who will guide you through the problem.

The main steps in the process are:-

1. PLMIG advises the PLM Manager how to formulate the problem and gather any corroborative background material.
2. PLMIG provides guidance in preparing written overviews and presentation material.
3. PLMIG hosts a video conference with slide sharing to work through and analyse the problem.
4. After the session has finished, the PLMIG provides a written Summary Document as a fixed record, together with pro-forma written material to go forward.
5. The PLM Manager decides whether another iteration is needed.

The primary objective is to produce a clear, written Diagnosis of the problem that can be understood by every non-PLM colleague; presented in a way that enables the PLM Manager to move forward to a resolution.

## *Focus on Practicality*

This is a simple, lightweight, practical format. The cost per iteration is less than attending a trade show and the number of iterations is always within the PLM Manager's control.

All of the work within the [PLM Diagnostic](#) is directed at analysing the problem, and the PLM Manager learns from the experience in a way that can be re-used internally for future issues. Best practices and a professional approach are conveyed in a way that directly improves implementation results.

## *Pricing Details*

The fee for the PLM Review is £1500 (or €1700 / \$1900) per iteration, which includes:-

- Problem Formulation with the PLM Manager
- Remote guidance for the PLM Manager in preparation of slides and material
- 1 x Video Conference
- Summary Document as the fixed record for the future
- Pro-forma written material for the PLM Manager to take forward.

## *Find Out More*

You can find out more via [diagnostic@plmig.com](mailto:diagnostic@plmig.com), or by contacting Roger Tempest on +44 1865 880495.