

Repair 4.0 / Mobile Service

Location or speaker | YYYY-MM-DD

Repair 4.0 / Mobile Service project



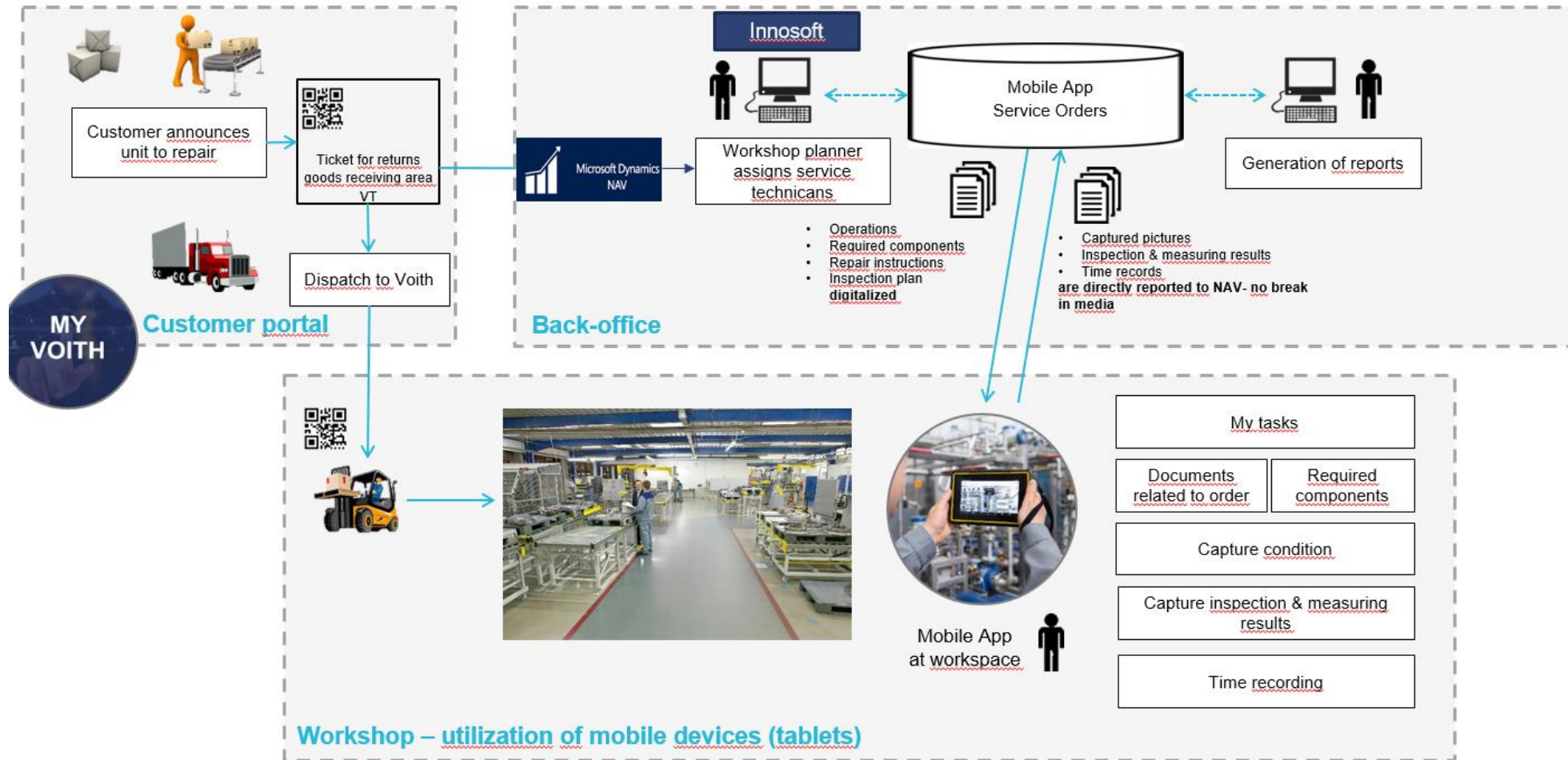
Why two projects ?

Repair 4.0 = Voith Turbo project

Mobile Service = Voith project (all divisions)

Repair 4.0 / Mobile Service project

Process overview



Repair 4.0 / Mobile Service project

1. Customer Portal
2. Service Notification
3. Innosoft Planning Tool
4. Mobile Service App
5. Mobile smartphone App
6. Mobile Inhouse Service App
7. Transfer of overhaul instructions SAP > NAV

Repair 4.0 / Mobile Service project Customer Portal

Delivery Registration ×

Please enter all relevant information for the receipt of goods in order that a delivery note can be generated per equipment.
Finally, attach the delivery note to the returned goods.
The fields marked with an * are mandatory.

Classification* Voith Product Non-Voith Product

Reason for sending the equipment(s) * Repair ▼

Material number

Equipment/serial number I Close ×

Equipment/serial number *

Defect types * Material: ▼
crack ▼

Cause * Production: ▼
Operation / operator's error ▼

 Add Pictures(Max 5 MB)

Repair 4.0 / Mobile Service project Customer Portal

Delivery Registration

Equipment/serial number II

Edit 



Equipment/serial number III

Edit 

Equipment/serial number IV

Edit 

Equipment/serial number V

Edit 

 > Add further Equipment/Serial Number

Product information

max. 500 characters

Customer reference number


Declarable goods *

Yes No

Shipping of equipment to Voith *

Self Drop Use Voith Pick-up

Pick-up Date *

Delivery Address *

Voith Turbo (Pty) Ltd
Service point Witfield
Witfield, 1467
ZA

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Service Notification

Customer Portal · SNCP00001

General

Document Type:	<input type="text" value="Customer Portal"/>	City:	<input type="text" value="Tangshan"/>
No.:	<input type="text" value="SNCP00001"/>	Contact Person:	<input type="text" value="Shen Shuhong"/>
Description:	<input type="text"/>	Contact Phone No.:	<input type="text"/>
Customer No.:	<input type="text" value="6024067"/>	Contact E-Mail:	<input type="text"/>
Name:	<input type="text" value="中车唐山机车车辆有限公司"/>	Reference No Customer:	<input type="text" value="REF12345"/>
Name 2:	<input type="text" value="CRRC Tangshan Co., Ltd."/>	VOITH Reference No:	<input type="text"/>
Address:	<input type="text" value="唐山市丰润区厂前路3号"/>	Assigned User ID:	<input type="text"/>
Address 2:	<input type="text"/>	Comment:	No
Post Code:	<input type="text" value="063035"/>	Product Info Comment:	No

Service Notification SubLine

Find Filter Clear Filter

Type	No.	Description	Symptom Code	Customer Fault Area	Customer Fault Resolution	Customer Fault Code	Task Description	CP Error Category 1	CP Error Group 1
Task	0001863730	Task zu Service Item/ Material Nr.:					Call back customer regarding pi...		
Task	0001863730	Task zu Service Item / Material N...					Organize transport / pick up		

Pick Up

Pick Up Street:	<input type="text" value="Mao Ming Lu"/>	Pick Up City:	<input type="text" value="Shanghai"/>
Pick Up Street No.:	<input type="text" value="40"/>	Pick Up Instruction:	<input type="text" value="0"/>
Pick Up Post Code:	<input type="text" value="063035"/>	Pick-up / ETA Date:	<input type="text" value="2018-11-09"/>
		Tracking No.:	<input type="text"/>

Delivery

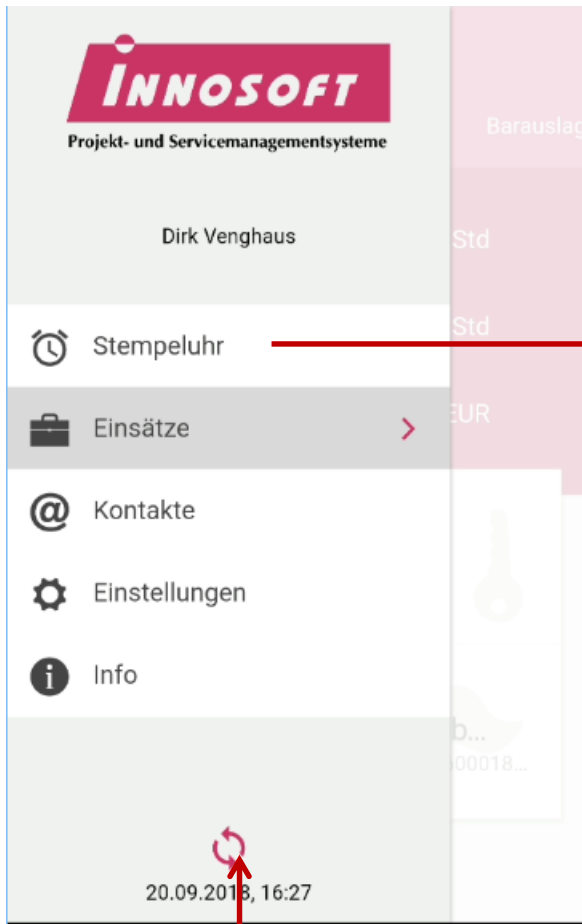
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Mobile Field Service app

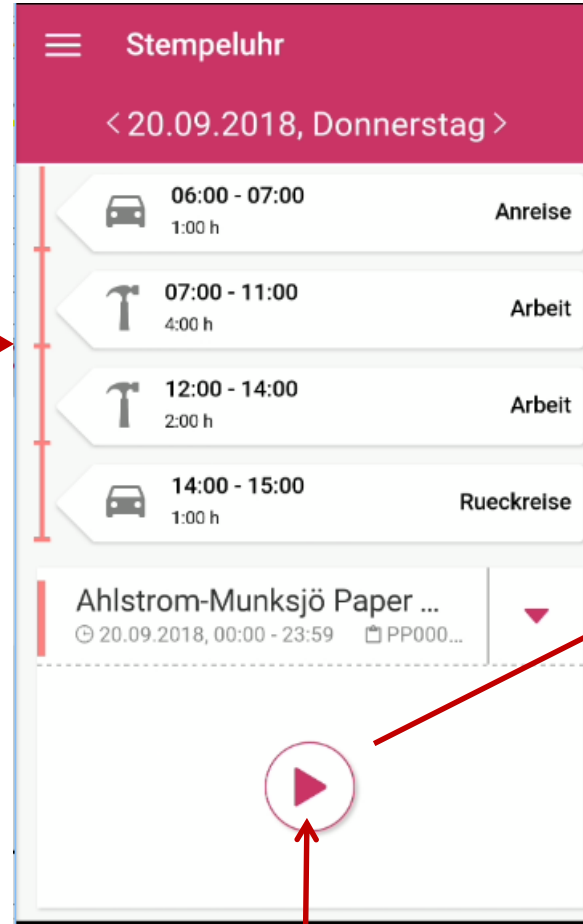
General Times Cash expenses Material Remarks Internal remarks Machines Completion												
	Date ↑	Day	Kind of day	Type	From	Until	Driver	km	Remark	Tasks	Do not print line	Shift hours
	4/24/2019	Wed	Working day	Break	17:16	16:18	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	4/25/2019	Thu	Working day	Additional work	16:18	16:19	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	Date	Day	Material number	Designation	Product	Quantity	Machine		Remarks	Unit	Status ↑	to offer	Bezugsort
							Machine No.	Designation					
<input checked="" type="checkbox"/>	4/30/2019	Tue	H68123456		Socket head screw	1						<input type="checkbox"/>	

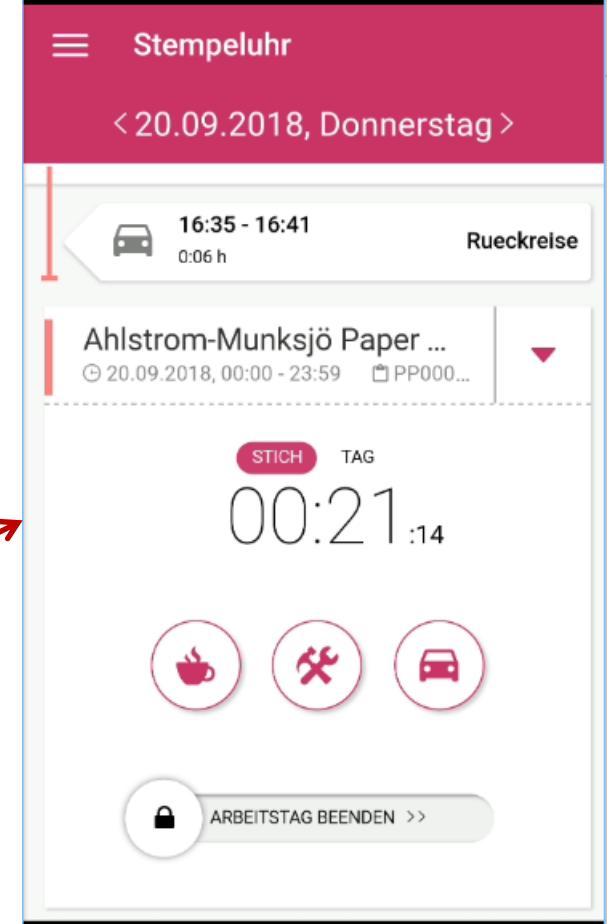
Repair 4.0 / Mobile Service project Mobile App for smartphones



Synchronize the app

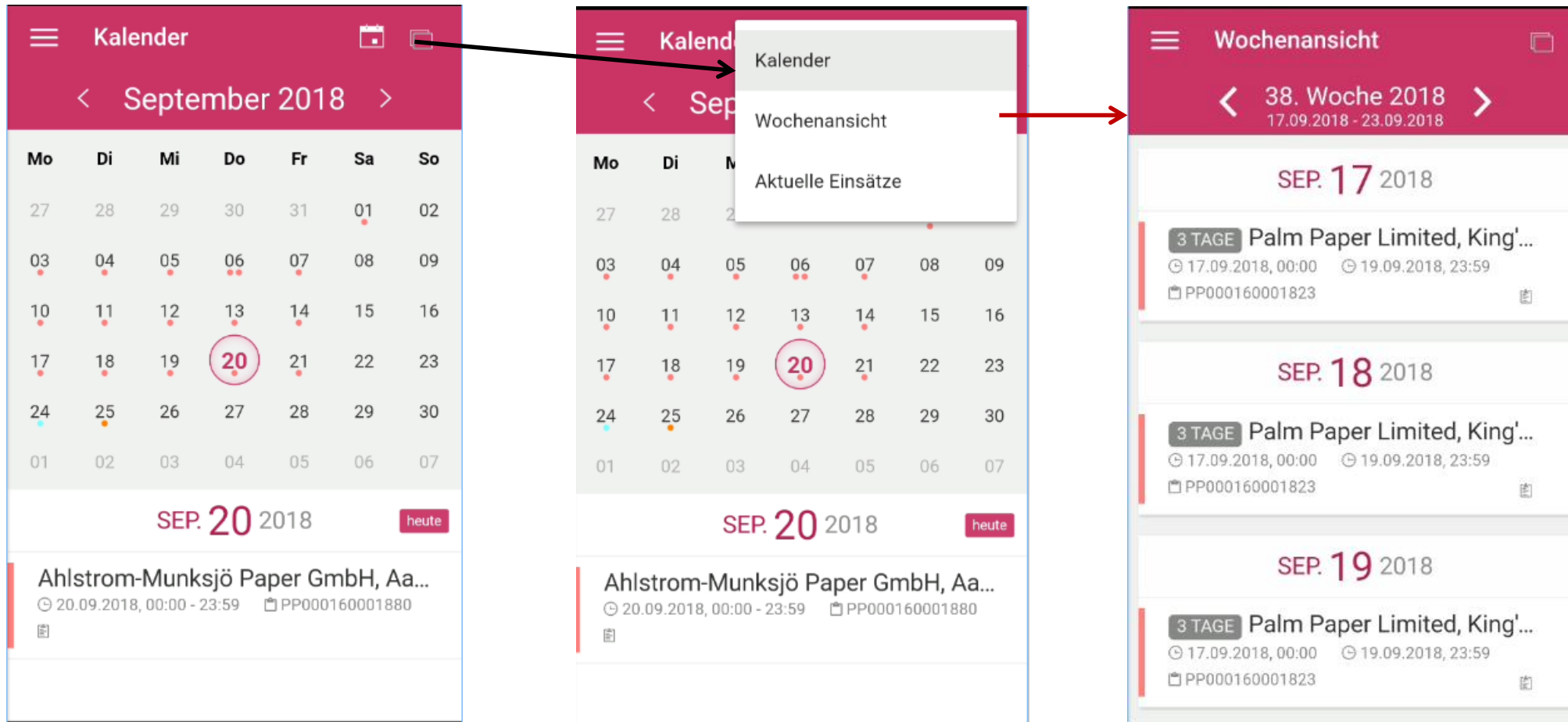


Activate the time clock

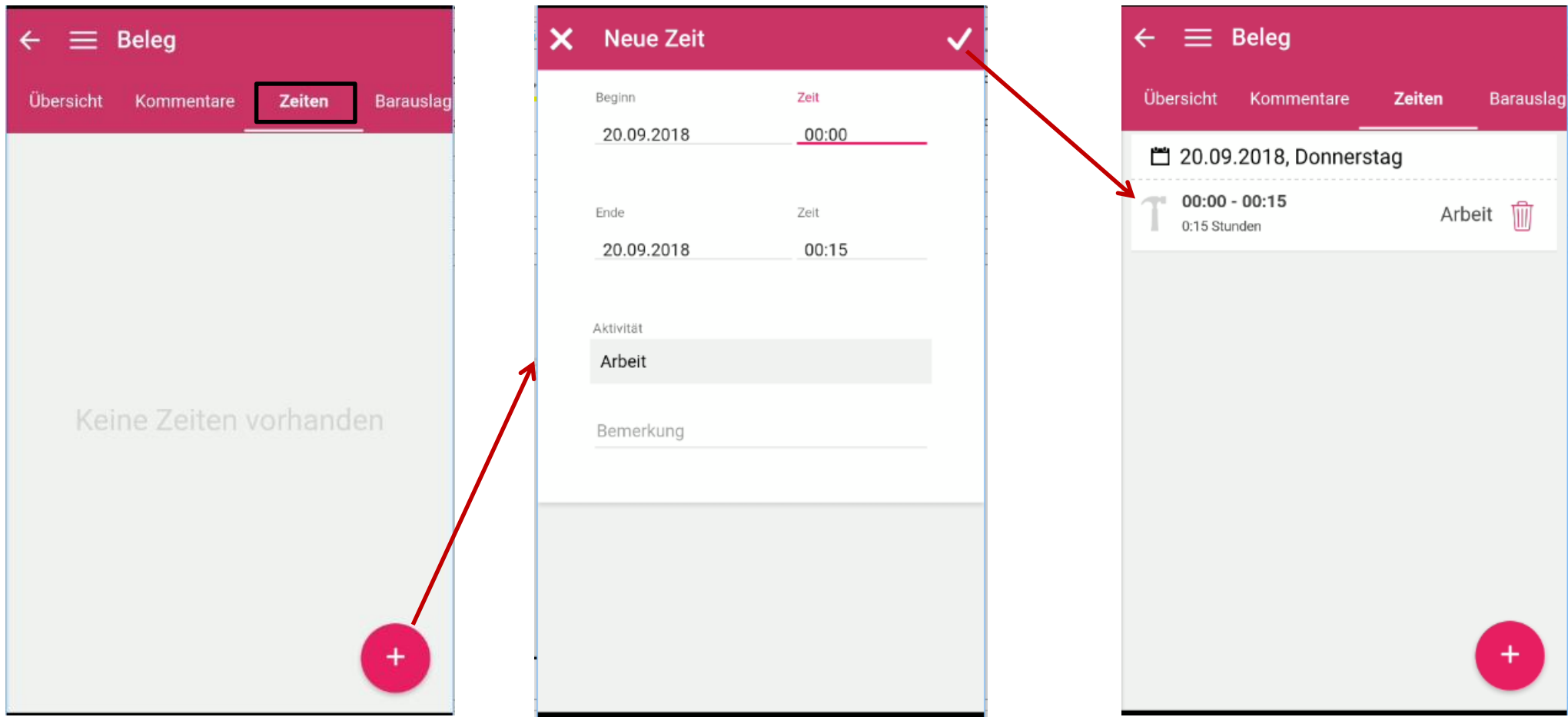


Repair 4.0 / Mobile Service project

Mobile App for smartphones



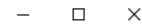
Repair 4.0 / Mobile Service project Mobile App for smartphones



Repair 4.0 / Mobile Service project

Mobile Inhouse Service app

Mobile Inhouse Service



Sven Weise **VOITH**

MY TASKS

WORK BASKET



My Tasks

23.04.2019 until 30.04.2019

23.04.2019

03:55 **Traktionsdieselvorwärmung - Abgasmessung**
03:55 300218062/0275

03:53 **Filter E-Modul tauschen**

03:53 300224134/0460

24.04.2019

05:33 **Sicherheitsventil 006 -**

05:33 300224134/0780

300218062/0275 - Traktionsdieselvorwärmung - Abgasmessung

INFO DOCUMENTS ATTACHMENTS COMPONENTS CHECKLIST ABBREVIATIONS TIME RECORDING

Order No. **300218062** Description **Friststufe MT05 [8,0y] durchführen**

Service item **L06-30005** Service item description **L06-30005**

Operation No. **0275** Work Center **K4010**

Description **Traktionsdieselvorwärmung - Abgasmessung gem. Normvorgaben Erforderliche Qualifikation: eingewiesen**
Instandhaltungsdokumentation:
n.v.
Anzuwendendes Prüfdokument: n.v.
Prüfanweisung bei HU:
Nachweis bei HU: PA00-00107-000

State **waiting**

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Thank you!

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DV – D3-imn

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