

SIGNIFICANTLY IMPROVED PROCESS EFFICIENCY ENABLED BY Industry.PerformanceREADY

Challenge

Due to business growth and the increasing complexity of their domestic and international projects, order processing was reaching its limits at KEIPER GmbH. Management knew a significant change was needed in order for KEIPER to remain successful and enable them to plan well for the future. They needed to move the company from a function- to a process-oriented focus, streamline their IT and SAP processes, increase their rate of workflow standardization and improve business process transparency enterprise-wide.

Solution

KEIPER's strategy focused on restructuring the company to improve their performance levels and enable them to work with a process-oriented view. To help ensure efficient project implementation, they identified the essentials by redocumenting their SAP system using the Industry.PerformanceREADY (IPR) for Automotive solution as a basis. New, optimized target processes were aligned with industry best practices, workflows were standardized accordingly and processes to improve measurability and transparency were linked to KEIPER's key performance indicators (KPIs).

Benefits

- Enabled end-to-end transparency of SAP system
- Optimized internal value chain
- Improved needs and materials planning
- Realized more effective use of resources
- Increased performance levels
- Maintained quality levels
- Achieved measurability of strategic targets
- Defined common terminology for business and IT

KEIPER

KEIPER GmbH & Co. KG, an international, family-run business headquartered in Kaiserslautern, Germany, engineers and manufactures seating components, multi-functional metal seating structures and complete commercial vehicle seats for international auto manufacturers and their system suppliers. The company also offers comprehensive services in the area of complete seat development through KEIPER Engineering. KEIPER employs over 6,000 staff at 20 locations in North and South America, Europe and Asia.

Get There Faster.™



“We use the ARIS models as the basis for all our definitions and process-related work. With the help of ARIS, KEIPER can show how the organization works and how performance, quality and results are measured.”

Michael Tschöpke | CIO | KEIPER GmbH & Co. KG, Germany

Best seats in the world

Headquartered in Kaiserslautern, Germany, KEIPER GmbH & Co. KG is a family-run business that has been successful for nearly 90 years. Known as the “seat specialist” and for introducing the world’s first backrest adjuster, KEIPER is today the leading manufacturer of recliner systems. Backed by advanced products and process solutions, they have evolved to become an international concern and currently operate 19 plant sites around the globe.

To continue being the best seating systems supplier in the market, KEIPER’s management knew they needed to make some changes. Business growth and increasing complexity of their projects was stretching the limits of their order processing systems. A functionally-oriented focus, low degree of workflow standardization and lack of management transparency risked negatively impacting their performance and customer service levels, and was limiting their ability to plan for the future.

From functional to process-oriented

To move to a process-oriented organization, re-organize their IT and SAP systems and streamline their processes, KEIPER selected IDS Scheer Consulting, a Software AG brand, and their Industry.PerformanceREADY (IPR) for Automotive solution. A complete solution based on industry best practices, IPR provides an industry reference model in ARIS and preconfigured ERP software in accordance with industry standards.

With the help of IPR and IDS Scheer Consulting, KEIPER planned a comprehensive reorganization of their existing process mapping and redesigned their IT and SAP systems to better support a process-oriented organization. IPR efficiently supports mapping and optimization of business processes during redocumentation and enabled KEIPER to directly compare their existing workflows with industry-specific best practice processes.

Using IPR, the project team was able to efficiently model optimal processes and implement them in SAP. They used existing system data showing SAP system usage over time as input into their analysis. The results were processed and mapped into actual process models—ARIS models of redocumentation that were validated with KEIPER staff and supplemented with additional, coordinated target processes. Particular emphasis was placed on using the established optimization and standardization potential.

KPIs provide transparency

For greater transparency, processes and process steps in ARIS are associated with KPIs. At KEIPER this also means that all processes, including support functions, add value, are documented in a process map and displayed via the Web.

Benefits from improved process quality

Redocumenting their existing SAP system gave KEIPER a better overview and more transparency across their SAP landscape and underlying processes. The company now works on an enterprise-wide standard process level: all processes are detailed to the same level and associated with KPIs. Strategic optimization requirements can now be fixed to specific process indicators.

Because performance, quality and results can be measured, strategic targets and project objectives can be tied into key indicator values and the direct effects on the process models can be evaluated. The indicators tell KEIPER whether the prescribed level of performance is being maintained and helps guarantee the same level of quality throughout the organization.

In addition, mapping the process descriptions the same way for everyone increased the departments’ mutual understanding of each other; the IT department understands what the other departments are envisioning and vice versa. It’s a model that helps KEIPER continue to make the best seats in the world.

KEY COMPONENTS



SAP Redocumentation using Industry.PerformanceREADY provides a fast, clear and reliable view of the business activities based on actual SAP transactions for all types of SAP environments. It enables quick and accurate project scope definition, and models and benchmarks SAP as-is processes using industry best practices to greatly accelerate SAP Redocumentation projects.

Take the next step to get there - faster.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite, Terracotta and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

Software AG - Get There Faster

© 2011 Software AG. All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.