

Deriving a Valid Process Simulation from Real World Experiences

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Abstract. This paper presents a systematic approach to develop and configure a process simulation model that relates process capabilities to business parameters in order to support process improvement projects within Siemens. The research work focuses on the systematic set up of a validated and acknowledged model that matches the company's process improvement needs by involving experts to adapt an existing mathematical framework and simulation application. The methodology consists of three complementary steps: An approved conceptual model is used as structural skeleton, quantitative parameters are derived by a prospective expert survey, and final adaptation and customization is facilitated in order to be useable for process experts themselves (instead of model developers).