Reengineering of the quotation process - Application of knowledge-based systems

Is it possible to support the engineering processes with intelligent product models when the knowledge and information work is very complex? This article describes how IT-supported product configuration can support the complex engineering activities carried out in the quotation processes. The research has been carried out at the Centre for Product Modelling at the Technical University of Denmark in co-operation with F.L. Smidth, a Danish cement plant manufacturer with a worldwide leading position. The redesign of the quotation process lasted 3 years, but as the paper illustrates, remarkable results have been accomplished. The lead-time for making quotations was reduced from weeks to days. A better quality of quotes was obtained, and the direct consumption of resources for making quotations were reduced to 4%.

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