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Title of Thesis Change Documentation Process in Thruster's Lifecycle			
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Client Organisation /Partners Confidential			
<p>Abstract</p> <p>It was noticed in the case company that during a thruster's long lifecycle, changes were implemented to the thruster which made the thruster then different from the as-built version. Sometimes these changes were not properly communicated and documented therefore severe problems could have followed. The customer did not possess the latest product manuals which could have led to unsafe situations or faulty maintenance actions. The situation was as well problematic for the case company because of service and spare parts were delivered to the customer based on the wrong product data.</p> <p>Aim of this thesis was to provide improvement proposals to the case company's change documentation process. Implementation of the improvement proposals would result better maintaining and documenting of product changes through the product lifecycle. To achieve this goal a DMAIC process improvement tool was used. As a part of DMAIC, FMEA chart was prepared to have deeper understanding of the potential root causes. Input for DMAIC was collected performing a variety of open interviews within the case company. In addition to interviews a variety of meetings and info sessions also provided valuable data. The current process was mapped by inviting process stakeholders to a process mapping session. This session provided a large amount of input to the project.</p> <p>Theory was studied to gain understanding of how similar processes and challenges are reviewed in the literature. Theory examined in this project was related to engineering change management and process improvement tools. Studied theory provided support to the provided improvement proposals during this project.</p>			

The studied root causes indicated that the issues in the process were related to cultural issues, functionality of the process and the way of working. Lack of responsibility and unclearness of the process was pointed out several times during the project. As a main challenge in the case company was communication between functions and employees. The case company operates in a global market, which creates its own challenges for the communication. In addition to the communication, there were some cultural issues within the case company, and these were due to the fact that the organisation is shared into separate business areas. Each of these business areas have their own needs and goals. In order to have a working change documentation process in place, current process need to be updated and a new process standard should be put in place.

Keywords

Process improvement, change management, engineering change, DMAIC, lifecycle