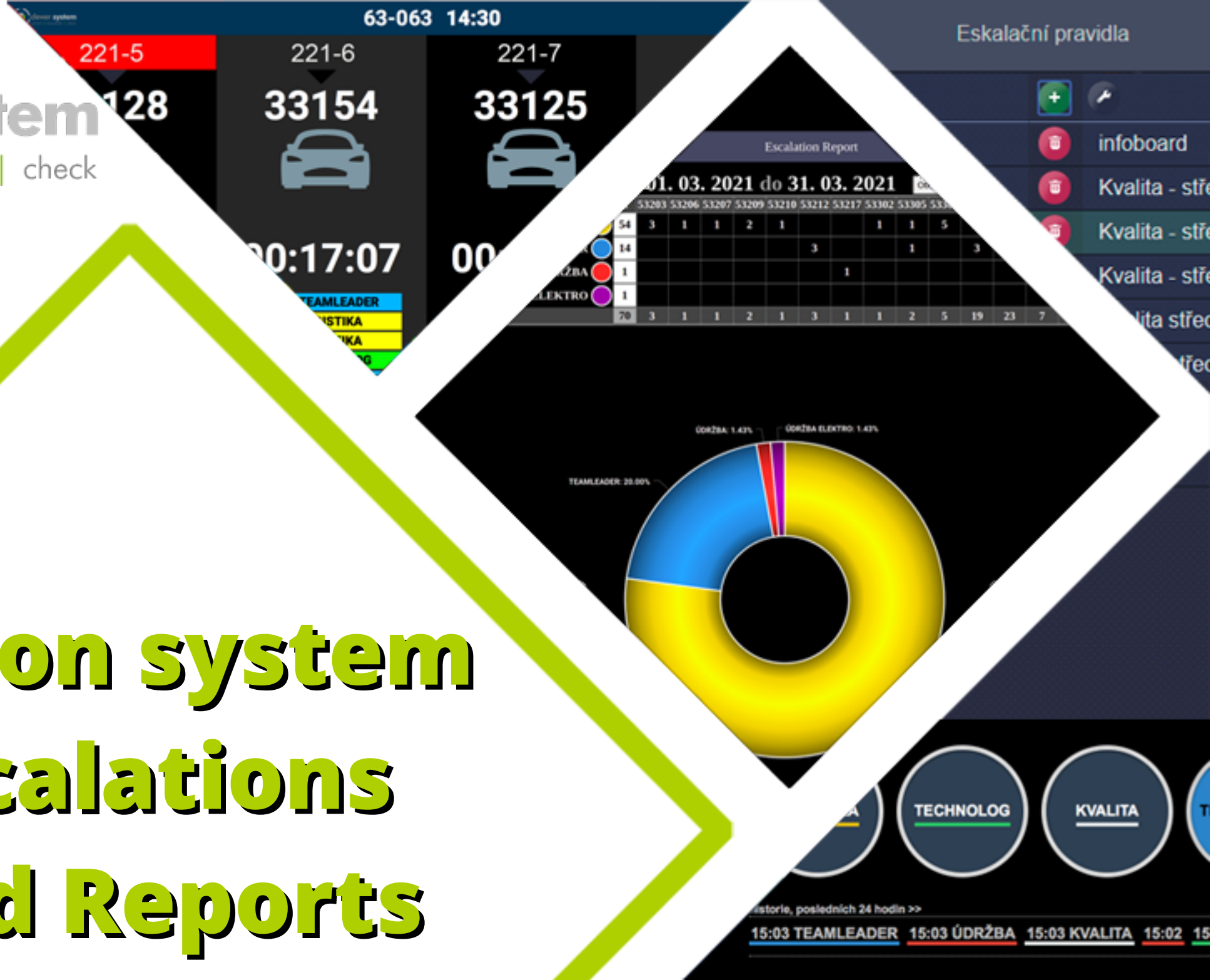


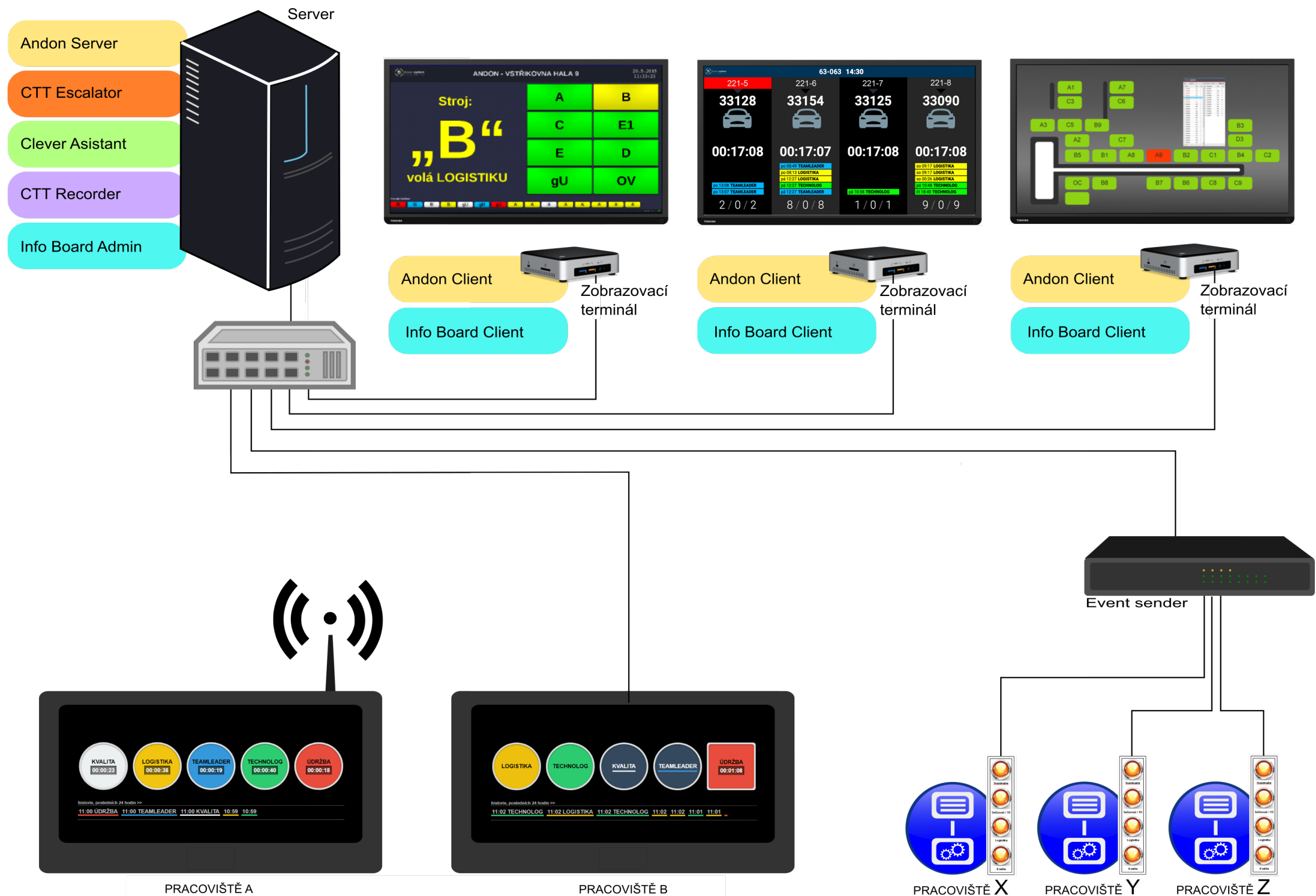


clever system
control | traceability | check

Andon system Escalations and Reports



ANDON enables operators to report issues directly from machines and production lines, ensuring timely problem resolution.

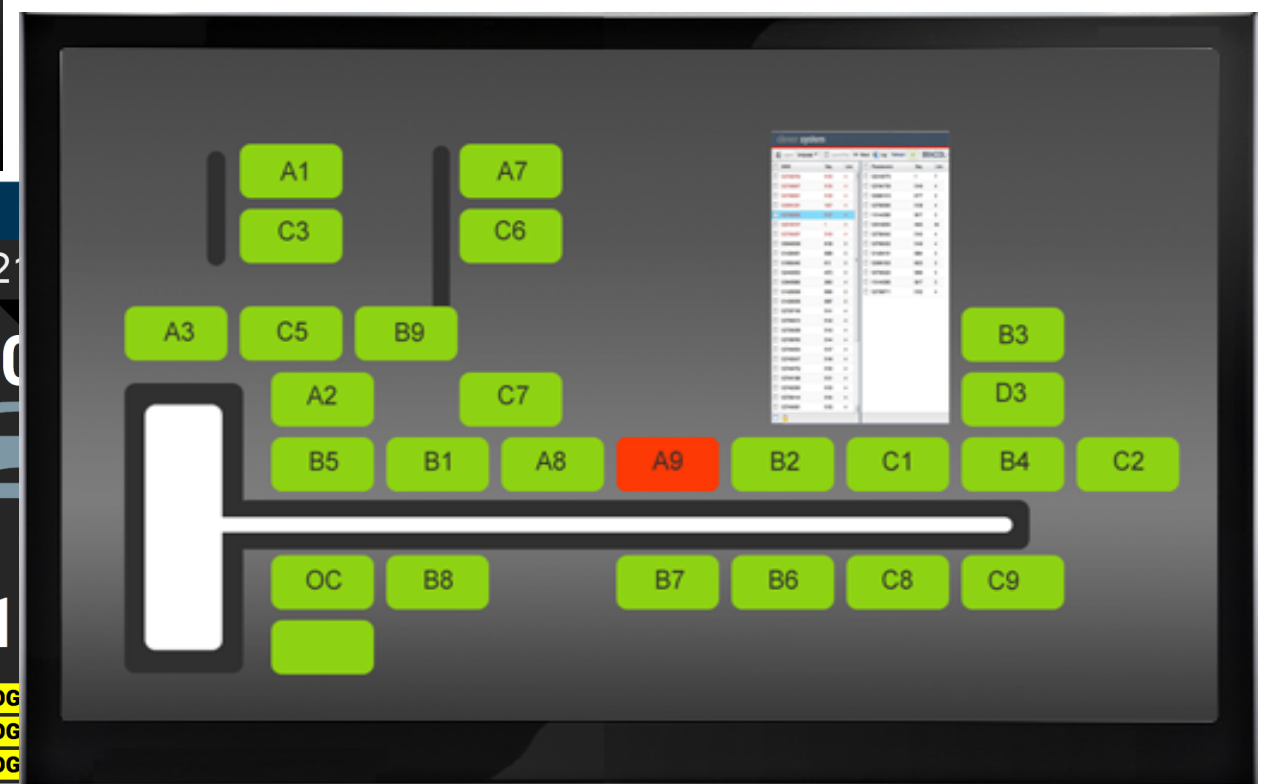
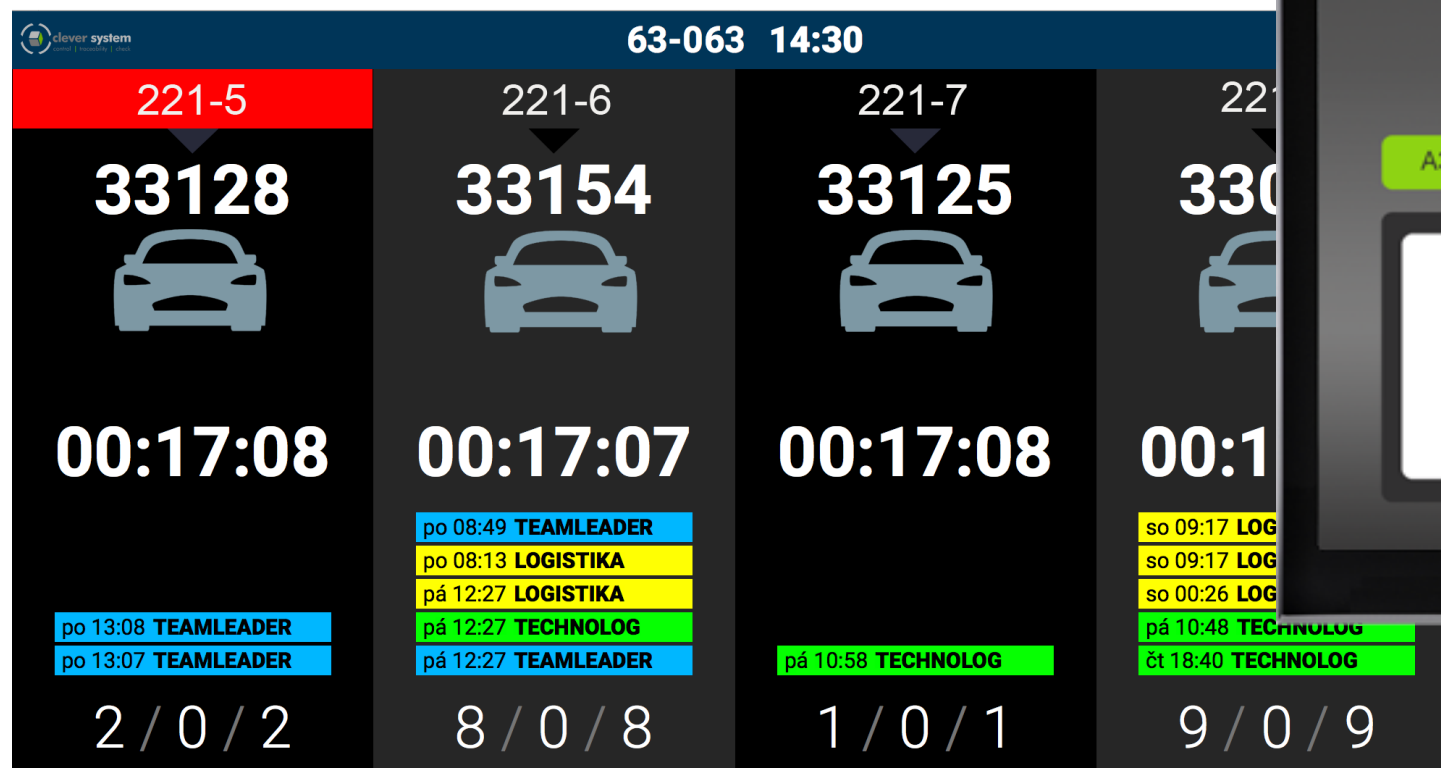


Andon screens



Each request is recorded in the database and, according to the defined escalation rules, sent to the designated staff and displayed on the relevant Andon screens.

The display can be accompanied by an audible signal as well as the activation of the corresponding tower lights.

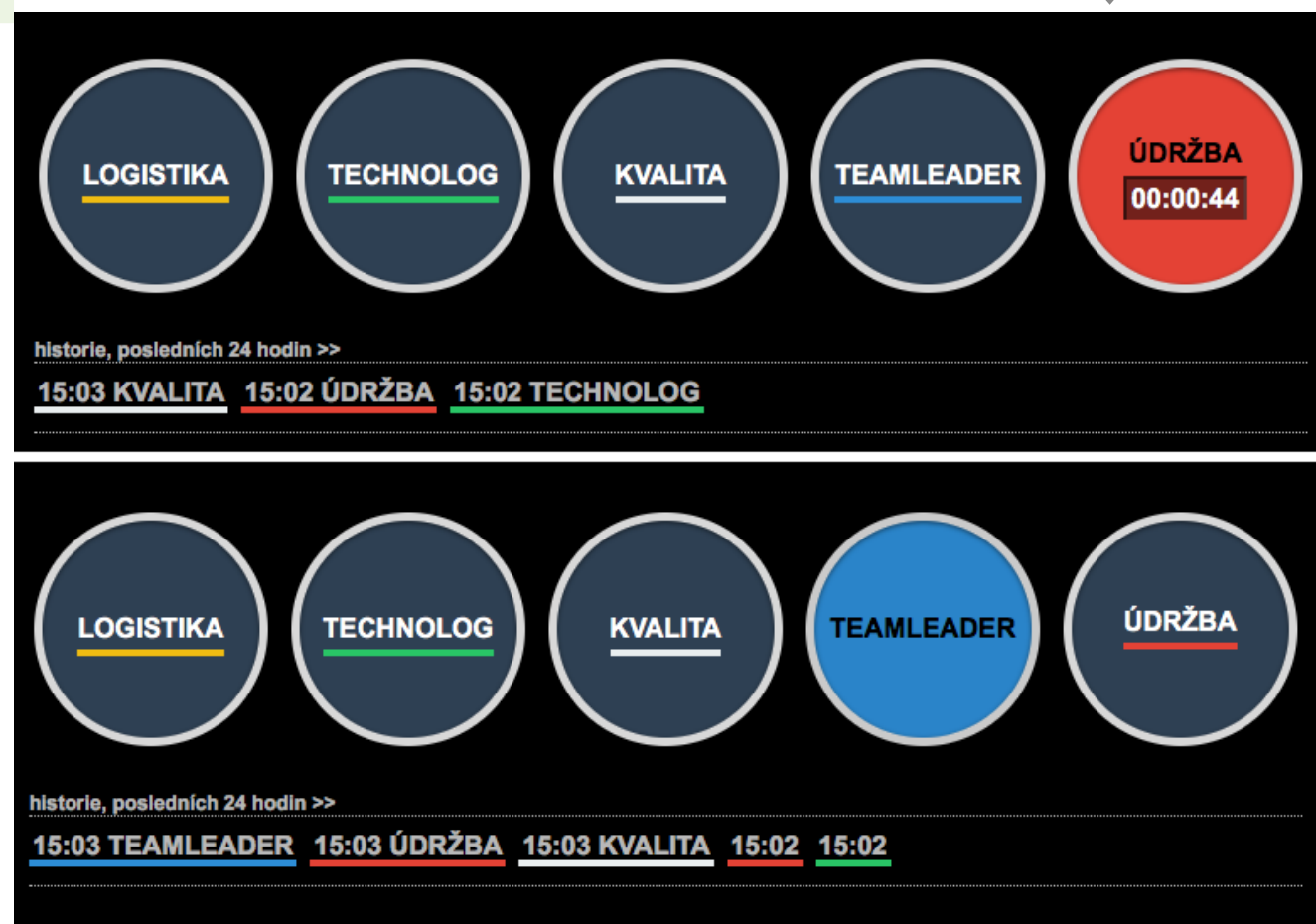


Requests can be submitted by pressing the appropriate mechanical button or a button on the touch terminal.



Mechanical buttons

Touch panels



Configuration of Andon buttons

Fault conditions mapped to the buttons and their behavior can be user-defined in the administrator interface.

Seznam senzorů:

Sensor

Označené »

- ☐ delimiter@ctt.system.sensor
- ☐ new_line@ctt.system.sensor
- ☐ empty@ctt.system.sensor
- ☐ new_tab@ctt.system.sensor
- ☒ andon_kvalita@a04.demo
- ☒ andon_kvalita@b01.demo
- ☒ andon_logistika@a04.demo
- ☒ andon_logistika@b01.demo
- ☒ andon_teamleader@a04.demo
- ☒ andon_teamleader@b01.demo
- ☐ andon_technolog@a04.demo
- ☐ andon_technolog@b01.demo
- ☐ andon_udrzba@a01.demo
- ☐ andon_udrzba@a02.demo

Sledované senzory:

Označené smazat

- ☒ andon_kvalita@a04.demo
- ☒ andon_logistika@a04.demo
- ☒ andon_teamleader@a04.demo
- ☐ andon_technolog@a04.demo
- ☐ andon_udrzba@a04.demo

KVALITA
00:00:23

LOGISTIKA
00:00:38

TEAMLEADER
00:00:19

TECHNOLOG
00:00:40

ÚDRŽBA
00:00:18

historie, posledních 24 hodin >>>

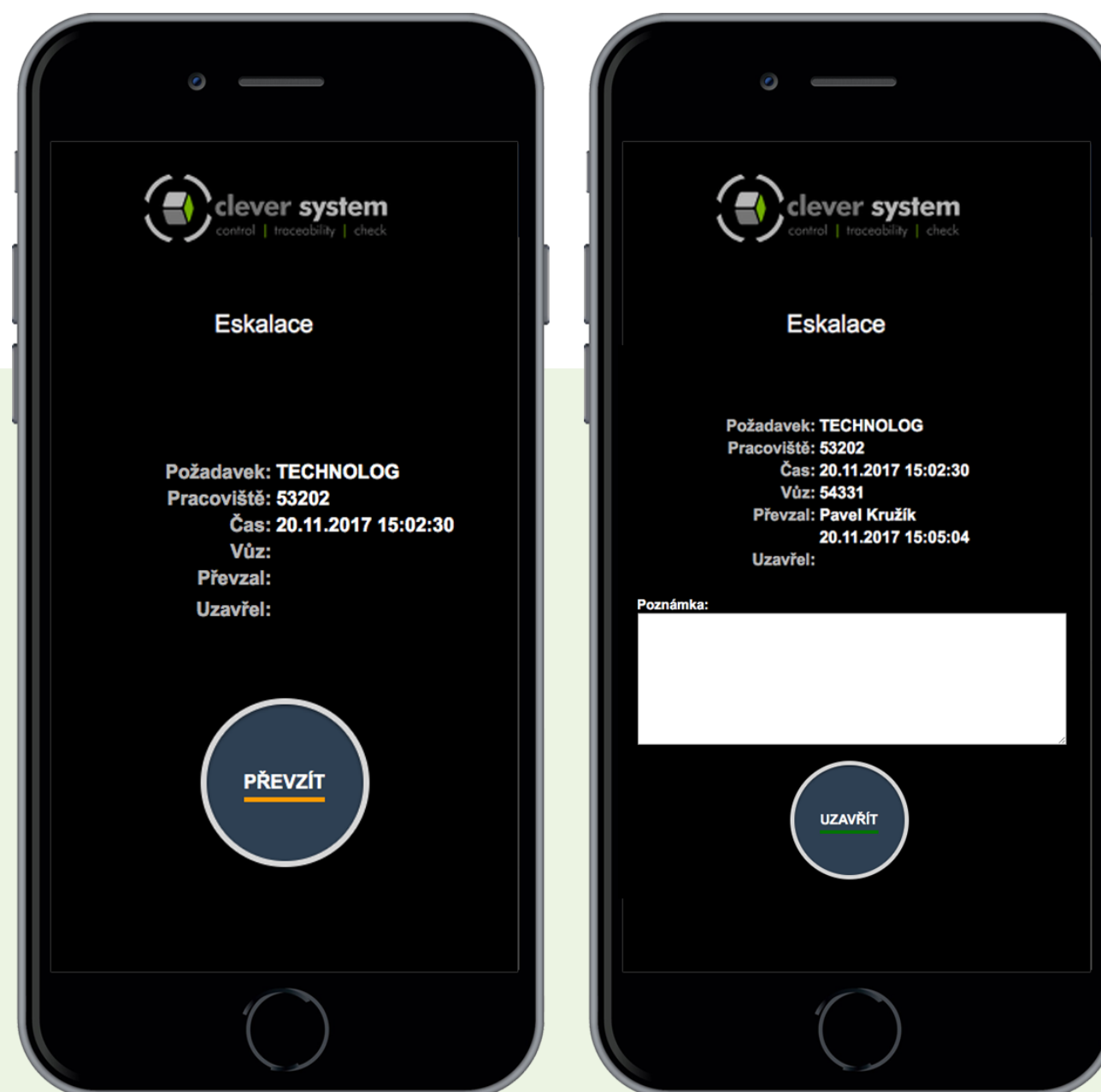
11:00 ÚDRŽBA 11:00 TEAMLEADER 11:00 KVALITA 10:59 10:59

Escalation via SMS

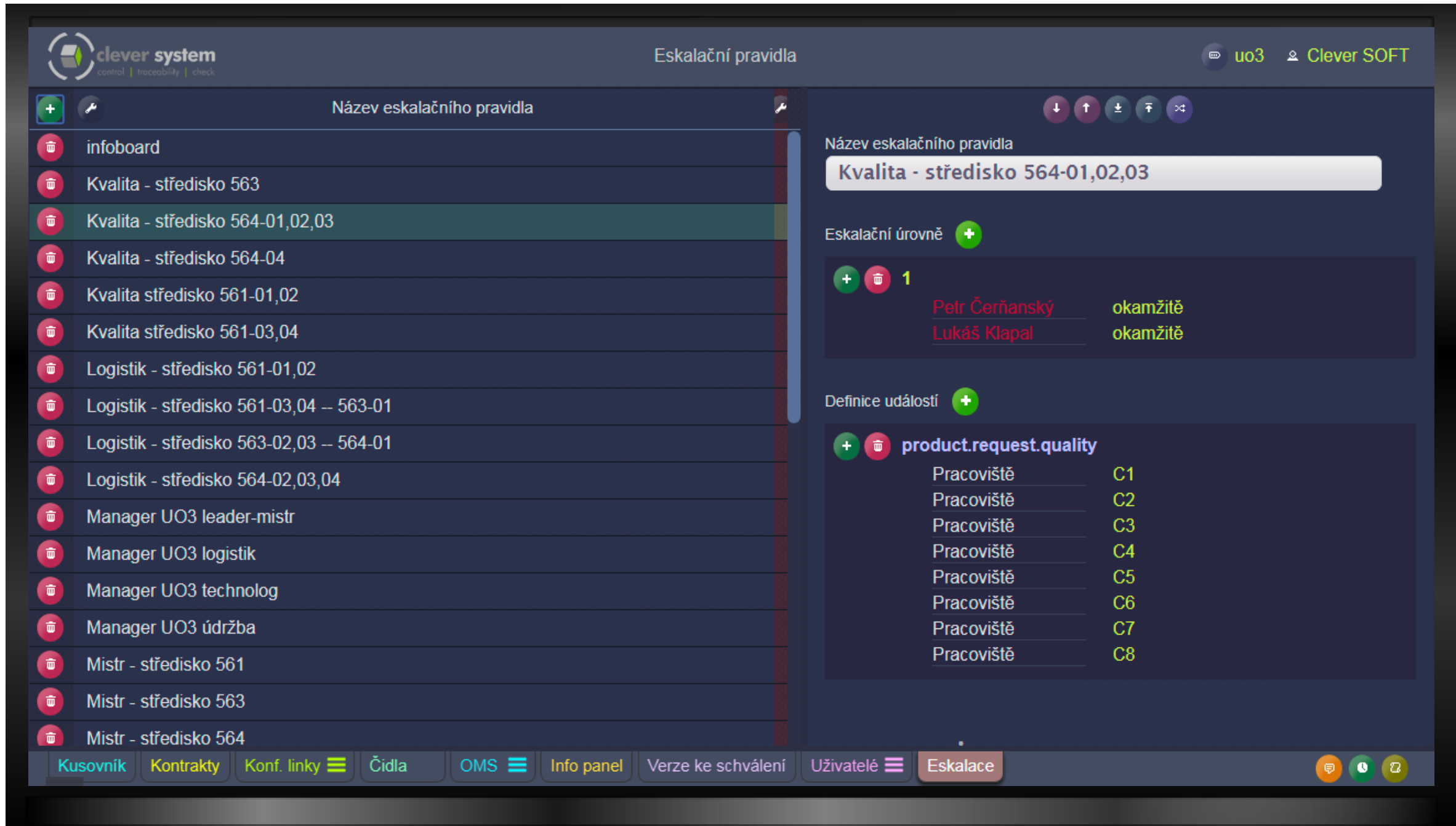
Escalated events requiring confirmation are acknowledged via a link in an SMS or email.

Once the responsible person takes over the event, the link shows who has accepted it, and no one else can take it over again.

Before closing the event, it is possible to add a note describing the resolved issue.



The routing of requests and the method of escalation can be defined in the Escalator module.



Eskalační pravidla

uo3 Clever SOFT

Název eskalačního pravidla
infoboard
Kvalita - středisko 563
Kvalita - středisko 564-01,02,03
Kvalita - středisko 564-04
Kvalita středisko 561-01,02
Kvalita středisko 561-03,04
Logistik - středisko 561-01,02
Logistik - středisko 561-03,04 -- 563-01
Logistik - středisko 563-02,03 -- 564-01
Logistik - středisko 564-02,03,04
Manager UO3 leader-mistr
Manager UO3 logistik
Manager UO3 technolog
Manager UO3 údržba
Mistr - středisko 561
Mistr - středisko 563
Mistr - středisko 564

Název eskalačního pravidla
Kvalita - středisko 564-01,02,03

Eskalační úrovně

Úroveň	Osoba	Metoda
1	Petr Čerňanský	okamžitě
	Lukáš Klapal	okamžitě

Definice událostí

Událost	Pracoviště
product.request.quality	C1
	C2
	C3
	C4
	C5
	C6
	C7
	C8

Kusovník | Kontrakty | Konf. linky | Čidla | OMS | Info panel | Verze ke schválení | Uživatelé | Eskalace

Overview of escalated events

Each escalated event is recorded, and if it is an event requiring status tracking, the times of status changes, the author of the change, and comments are logged. Tabular views as well as various types of graphical views are available.

Přehled eskalací									
request_start	duration	status	request_name	subject	workplace	request_take	author_take	request_end	author_end
Mon Mar 01 2021 ... Thu									
2021-03-23 18:58:53	378		LOGISTIKA	47985	53308	2021-03-23 19:04:54	stepan.lodinsky@clever.cz	2021-03-23 19:05:11	stepan.lodinsky@clever.cz
2021-03-23 17:22:37	9015		LOGISTIKA	48004	53209	2021-03-23 19:52:28	roman.cerny@clever.cz	2021-03-23 19:52:52	roman.cerny@clever.cz
2021-03-23 14:11:51	1712		LOGISTIKA	47945	53309	2021-03-23 14:39:55	rokos.martin@clever.cz	2021-03-23 14:40:23	rokos.martin@clever.cz
2021-03-23 11:55:11	164		LOGISTIKA	47984	53307	2021-03-23 11:57:33	robert.svoboda@clever.cz	2021-03-23 11:57:55	robert.svoboda@clever.cz
2021-03-23 11:32:19	1051		LOGISTIKA	48010	53203	2021-03-23 11:48:04	prokop.test@clever.cz	2021-03-23 11:49:50	prokop.test@clever.cz
2021-03-15 11:15:45	1653		TEAMLEADER	47837	53308	2021-03-15 11:42:54	petr.pasler@clever.cz	2021-03-15 11:43:18	petr.pasler@clever.cz
2021-03-15 10:09:39	357		LOGISTIKA	47850	53307	2021-03-15 10:15:16	pavel.kruzik@clever.cz	2021-03-15 10:15:36	pavel.kruzik@clever.cz
2021-03-15 09:39:20	183		LOGISTIKA	47871	53305	2021-03-15 09:42:01	nahled@clever.cz	2021-03-15 09:42:23	nahled@clever.cz
2021-03-15 06:12:09	2448013		LOGISTIKA	47882	53203				
2021-03-12 10:23:12	2692150		TEAMLEADER	47827	53307				
2021-03-12 09:54:45	283		LOGISTIKA	47823	53309	2021-03-12 09:59:07	petr.pasler@clever.cz	2021-03-12 09:59:28	petr.pasler@clever.cz
2021-03-12 08:48:08	908		LOGISTIKA	47871	53203	2021-03-12 09:01:51	pavel.kruzik@clever.cz	2021-03-12 09:03:16	pavel.kruzik@clever.cz
2021-03-12 08:10:19	408		LOGISTIKA	47832	53307	2021-03-12 08:13:03	nahled@clever.cz	2021-03-12 08:17:07	nahled@clever.cz
2021-03-12 07:39:44	4028		LOGISTIKA	47860	53207	2021-03-12 08:46:15	milan.kroupa@clever.cz	2021-03-12 08:46:52	milan.kroupa@clever.cz
2021-03-11 19:52:39	1004		LOGISTIKA	47822	53306	2021-03-11 20:09:00	martin.prokop@clever.cz	2021-03-11 20:09:23	martin.prokop@clever.cz
2021-03-11 13:25:40	151		LOGISTIKA	47848	53302	2021-03-11 13:27:34	martin.kosirer@clever.cz	2021-03-11 13:28:11	martin.kosirer@clever.cz
2021-03-11 09:35:35	3076		LOGISTIKA	47831	53309	2021-03-11 10:26:32	martin.caslava@clever.cz	2021-03-11 10:26:51	martin.caslava@clever.cz
2021-03-10 15:13:35	120		LOGISTIKA	47825	53306	2021-03-10 15:15:15	lenka@clever.cz	2021-03-10 15:15:35	lenka@clever.cz
2021-03-10 09:02:28	2710		LOGISTIKA	47807	53307	2021-03-10 09:47:14	kruzik.test@clever.cz	2021-03-10 09:47:38	kruzik.test@clever.cz
2021-03-09 18:28:57	791		LOGISTIKA	47794	53307	2021-03-09 18:41:46	jon.prevratil@clever.cz	2021-03-09 18:42:08	jon.prevratil@clever.cz
2021-03-09 16:10:12	1872		LOGISTIKA	47806	53307	2021-03-09 16:41:00	jirka@clever.cz	2021-03-09 16:41:24	jirka@clever.cz
2021-03-09 09:57:13	170		LOGISTIKA	47773	53308	2021-03-09 09:59:37	greif@clever.cz	2021-03-09 10:00:03	greif@clever.cz
2021-03-09 09:54:23	317		LOGISTIKA	47773	53308	2021-03-09 09:58:49	gonagalova@clever.cz	2021-03-09 09:59:40	gonagalova@clever.cz
2021-03-09 08:52:29	141		LOGISTIKA	47796	53206	2021-03-09 08:53:44	gagarin@clever.cz	2021-03-09 08:54:50	gagarin@clever.cz
2021-03-09 08:23:31	2958531		TEAMLEADER	47784	53308				
2021-03-09 05:52:59	5853		LOGISTIKA	47780	53307	2021-03-09 05:54:54	david.smid@clever.cz	2021-03-09 07:30:32	david.smid@clever.cz
2021-03-08 19:18:59	3005603		TEAMLEADER	47802	53212	2021-03-09 16:41:00	benzin@clever.cz	2021-03-09 16:41:24	benzin@clever.cz
2021-03-09 09:57:13	170		LOGISTIKA	47773	53308	2021-03-09 09:59:37	azan	2021-03-09 10:00:03	azan
2021-03-09 09:54:23	317		LOGISTIKA	47773	53308	2021-03-09 09:58:49	admin.line@clever.cz	2021-03-09 09:59:40	admin.line@clever.cz

středa 09:14 Jiří Širc

Poznámka

Tag

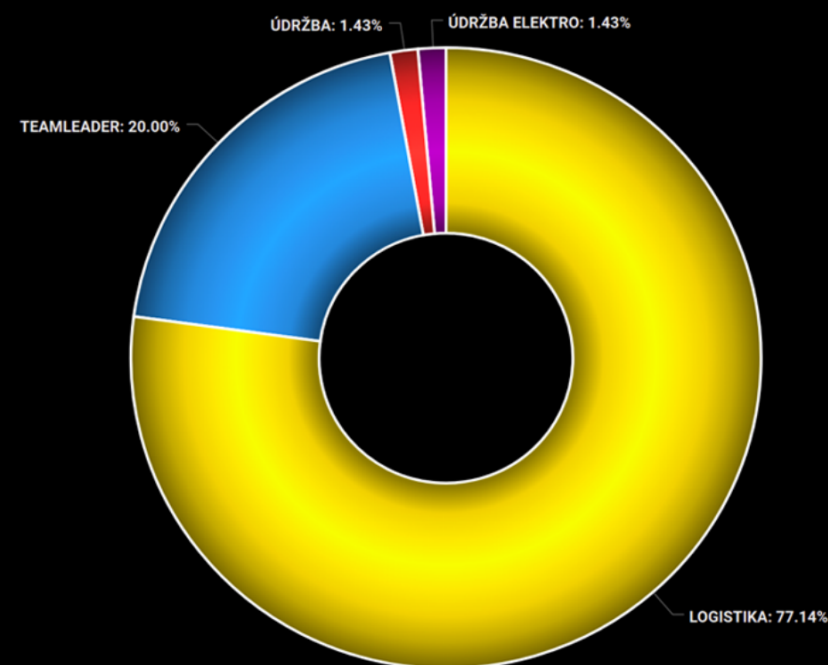
- INS Inspiration
- IOC Investigation without change
- IWC Investigation with change
- RCC Requested configuration change
- MAL Monitoring alert



od 01. 03. 2021 do 31. 03. 2021

Období

	Σ	53203	53206	53207	53209	53210	53212	53217	53302	53305	53306	53307	53308	53309	53310
LOGISTIKA	54	3	1	1	2	1			1	1	5	16	16	7	
TEAMLEADER	14						3			1		3	7		
ÚDRŽBA	1							1							
ÚDRŽBA ELEKTRO	1														1
	70	3	1	1	2	1	3	1	1	2	5	19	23	7	1



Escalated events can also originate from other technologies on the production line.

