



NAVISTAR'S KNOWLEDGE OPERATING SYSTEM THAT KEEPS TRUCKING ALONG

CLIENT CASE STUDY

Navistar implemented the Auros IQ system, enabling workers to share knowledge across business functions and employees.

CLIENT SNAPSHOT

Navistar is one of the leading manufacturers of commercial trucks, school buses, mid-range diesel engines, and service parts. Navistar has been an Auros IQ customer since 2013.

OVERVIEW

Due to the complexity of their products, Navistar had complicated workflows and processes where knowledge gaps existed. Departments used different methodologies to keep track of knowledge, which led to employees not utilizing knowledge where it was needed.

Navistar was looking for a solution that closed these knowledge gaps and optimized their processes. Navistar now uses Auros IQ to improve workflows and transfer knowledge across previously siloed business functions and employees. Employees now have access to the most up-to-date and accurate knowledge when and where they need it.

APPROACH

In 2012, the Navistar product development team evaluated their ability to capture and apply engineering lessons learned. What the team found was troubling. Different departments had different methods and processes for knowledge sharing. Engineers used Sharepoint, pen and paper, and spreadsheets – there was no consistent system.

Knowledge gaps were created, which prevented Navistar from optimizing operations. There were countless workflows and processes throughout the organization that separated workers from critical knowledge. Many of these workflows and processes were email-based and did not have a 'home' system.

Auros worked with Navistar to implement a knowledge operating system. Auros IQ provided Navistar with a comprehensive system to manage technical knowledge, which allowed the company to intelligently capture, share, and reuse knowledge across the entire organization.

USE CASES

Design Review for Engineering Releases

Reviewing design releases was a pain point in the product development process. Engineering and manufacturing staff were in different places. Engineering would sometimes submit engineering releases with manufacturing or design issues. Auros IQ ensures that every engineering release has an assessment that integrates knowledge directly into the release. Navistar was able to standardize design reviews, which improved engineering releases.

Design Verification Plan

Design verification plans were another pain point for Navistar. These plans validate the parts for production. Navistar had a legacy system that did not offer the knowledge re-use, look across capabilities, or configurability of Auros IQ. The Navistar team replaced this system with Auros IQ and was able to design a verification plan assessment that improved its design verification process.

Reduction of Legacy IT Systems

Auros IQ technology consolidated point solutions that managed knowledge. In consolidating these solutions, Auros IQ replaced legacy IT systems and reduced the number of places engineering needed to go to find the critical information they needed.

RESULTS

3K daily knowledge events

28K active knowledge packets

3 legacy IT systems decommissioned

Navistar utilizes Auros IQ to knowledge-enable processes and workflows. They have created distinct, knowledge-enabled workflows with the software's aid. Users are actively using the software on a daily basis, as part of a knowledge-enabled workflow. Every knowledge event in the workflow can potentially prevent errors or omissions.

Auros IQ has been adopted beyond the original use of the product development team. Department leaders across the organization are taking ownership of the solution to meet their unique set of needs. The size of Navistar's product development team is approximately 1,500 team members and there are 2,700 active users across the Navistar organization--- illustrating how far the Auros IQ solution has been adopted.

CONCLUSION

Auros Knowledge Systems worked closely with Navistar over the past nine years and continues to do so, ensuring the customer's needs are met during an iterative and collaborative process. Since implementing Auros IQ, Navistar has discovered new ways to utilize the system beyond the original intended use, and plans to continue systems consolidation and process optimization leveraging Auros IQ.

Navistar plans to deploy the Auros IQ Partner Portal to enable supplier collaboration, which will take Navistar's knowledge-sharing and product development capabilities to the next level. The company plans to bring CAD design and integration into Auros IQ, and intends to automate data integration to seamlessly move data in and out of the Auros IQ system. In addition, pilot projects are being conducted to expand the usage outside of R&D.



In 2013 Navistar's vision was to have a single "Gold Source" system for Technical Knowledge. This vision is perhaps even more important today given remote work and the rate of technology change. We have consolidated 3 legacy systems and our use of this Knowledge Operating System continues to grow."

Jeff Mayhugh

Chief Engineer, Product Development Planning & Operations

NAVISTAR

