

Redefining Industrial Troubleshooting with KIAMi's Smart Knowledge Management Solution

Manufacturing equipment and process failures are known to cause significant waste of money that can kill the bottom line. Unfortunately, the repair process is too often inefficient, involve a lot of trial and error, rarely includes effective knowledge sharing and heavily relies on internal or external support experts that collected years of experience, and losses due to their absence may be very high.

Kiami's Smart Knowledge Management Solution transforms the way manufacturing teams repair failures and collaborate troubleshooting best-practices across all manufacturing sites and the entire supply chain. This advanced system empowers engineering, maintenance and manufacturing operators' teams to record, share and extract complete troubleshooting processes, information and employee experience, providing the ultimate manufacturing repair process.

Kiami is a constantly growing troubleshooting knowledge-center, logging all equipment, processes and product malfunctions across all the company's global factories, and incorporates the following elements:

- 3D easy-to-use interface representing the entire plant floor
- An expert wizard that quickly guides the operator through complex troubleshooting processes
- Smart learning algorithms constantly optimize root-cause analysis
- Predictive analytics dashboard – identifying failure patterns and generating real-time alerts



Kiami's solution is already helping leading global manufacturers transform their troubleshooting processes by:

- Cutting production downtimes while improving manufacturing quality and efficiency
- Providing global collaboration of troubleshooting best-practices across teams and sites
- Operation teams can now quickly repair a much wider range of failures that could previously only be repaired by the support teams, while reducing support calls by up to 50%
- Shortening new workers' learning curve and minimizing loss due to expert workers departure
- Cutting down ramp-up and risks when introducing new equipment, systems or products
- Offering a highly sensitive and effective process control with predictive maintenance

How it works?

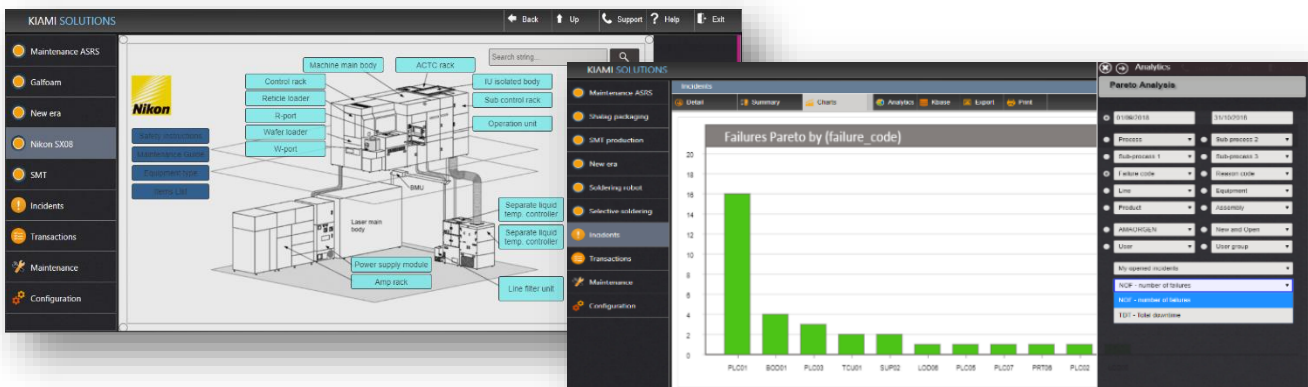
Kiami's Smart Knowledge Management can be easily accessed from your tablet, mobile device or laptop on the manufacturing floor, using an intuitive all-in-touch navigation.

When a manufacturing engineer, technician, line operator or any other user tackles a failure, the system scans the knowledgebase for similar failures, possible reasons, diagnostics and repair procedures, and presents proper recommendations, that have been summarized and optimized by **AI-based optimization algorithms**.

All the accumulated experience lies within the system, making it so users don't need to "reinvent the wheel" each time he/ she works on something slightly new. Any relevant documentation such as an electrical schema, user manuals, images, videos and SOP's can be opened with one click.

In more complex problems, where decision trees can simplify the diagnostics process, the user can run the **Expert Wizard**, and follow the expert guidelines. The user can key-in symptoms, error codes, and other process characteristics, and the system generates recommendations based on that input. Integrating the expert system into the knowledgebase has proven to be a game changer, cutting repair times and waste dramatically.

Kiami's **Analytics tools** analyzes past incidents to detect equipment deterioration, process and product weaknesses or other anomalies that require intervention, monitoring, preventative or improvement actions. These tools also help evaluate past repairs done by various workers to identify best-practice procedures that lead to shorter repair times with improved results.



System implementation

Kiami's Smart Knowledge Management Solution has automation tools and a super-friendly user interface that facilitates system configuration and knowledgebase setup. It takes less than a day to configure a basic plant structure and start working with the system. Going forward, Kiami's on-going troubleshooting system during everyday operations is very smooth, efficient and requires almost zero effort from the users. Implementation goes so well, workers and managers are quickly motivated and incentivized to expand its use to more teams.

About Kiami

Kiami provides highly effective failure troubleshooting, maintenance management and quality management solutions that combine advanced knowledge management and AI-based expert systems. Our experience and accomplishments include development of a revolutionary failure diagnosis system (see WIPO patent application WO/2005/013016) and comprehensive experience in applying SPC, DOE and Six-sigma.

Call us today to schedule a live demo:

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