Appendix A:
Posted Problems during iPSoVing's pilot test
Problem 1:

Colin Silva Jose Javier (IFAG OP CSC BS IN): [Supply Chain Innovation]: When being the administrator of an iShare, I do not manage to control the rights that allow people to add files and contribute. I often receive emails of people complaining because in theory they have editing rights but they cannot modify and save a file on the iShare on their own. In the end, they send me the updated file and I have to upload it on the iShare.

about a month ago

Unlike • Comment • Share • Follow-up • View

You and 5 others like this.

View less

Knoebich Konstanze (IFAP OP CSC BS M / EE): Hi Javier, did you check the individual rights for the document which you refer to? Perhaps it is set that the folder not inherit the access rights from the parent folder, then you have to check the access right for this special folder.

about a month ago

Pitalia Christian (IFAG OP CSC BS IN): Hi Javier and Konstanze. Checking inheritance was one of the things that I tried. This did unfortunately not work. I can only confirm that this still seems to be a problem, but not for those involved at SCC IN. For them, it works!

about a month ago

Dowd Tim (IFAG IT GPS ITS): there are three groups in each iShare... Visitors have read only rights, Members have contributor rights and Owners can create libraries etc... just add people to one of the groups... if you have a complicated access plan (or no real plan at all) and add individuals to libraries you can get into hot water very quickly...

about a month ago

Pitalia Christian (IFAG OP CSC BS IN): The problem seems to be that some users have "limited access" when they should not have. This unwanted limited status coincides with users who are reporting problems. Therefore, I deleted them and re-granted the proper access (since I could not control who had limited access and not but I was able to delete and add permission rights).

about a month ago

Problem 2:

Ehm Hans (IFAG OP CSC BS IN): [Supply Chain Innovation]: I have a problem that when I have an idea in a SB I have no pen and pencil in the meeting rooms. It takes me too long to write it into the computer and then I am already in the next meeting. To always carry a paper and a pencil did not work.

2 months ago

Like • Comment • Share • Follow-up • View

2 people like this

Dowd Tim (IFAG IT GPS ITS): record the idea with your phone or use the Sound Recorder on your computer

about a month ago

Yachi Geraldine (IFAG OP CSC BS IN): you could use sticky notes - it's like using post it on your desktop

about a month ago

Problem 3:

Yachi Geraldine (IFAG OP CSC BS IN): [Supply Chain Innovation]: I have a problem: how can I make the Supply Chain Knowledge Data base iShare more famous and convince the Supply Chain process owners that it make sense to all share process descriptions and training material on this one common platform?

(link)

about a month ago

Like • Comment • Share • Follow-up • View

2 people like this

Folsmann Sonja (IFAG OP CSC BS IN): Maybe you could create an electronic signature for your mails, with a P.S.: under your name saying something like: Please take a look at the Supply Chain Knowledge Database and be invited to share your knowledge. With the link. This way you could address all people who are concerned with the same topics you are working on, just by writing an e-mail.

about a month ago

Dowd Tim (IFAG IT GPS ITS): invite yourself to the Jour Fix of the Departments you want to reach and show them the benefits... slow but sure... create "multipliers" by infecting them with your passion and send them out in the world to spread the word... create a poster and have Internal Communications post it in all sites for a period of two months... make sure there is a call to action on the poster and then monitor the responses...

about a month ago

Problem 4:

Ehm Hans (IFAG OP CSC BS IN): [Supply Chain Innovation]: We can’t read the numbers on the phones anymore. It is not just on a few phones at almost all phones in Campeo the LED don’t work completely anymore

about a month ago

Like • Comment • Share • Follow-up • View

3 people like this

Ewert Verena (IFAG OP CSC BS IN): yes especially in the SBs!
Problem 5:

Elm Hans (IFAG OP CSC BS IN): @[Supply Chain Innovation]: On Monday morning sometimes the coffee machines don't work about a month ago | Like | Comment | Share | Follow-up | View

Lang HP (IFAG QM YIP): on monday morning, sometimes i don't work.... about a month ago

Dowd Tim (IFAG IT GS ITS): ^Like about a month ago

Problem 6:

Elm Hans (IFAG OP CSC BS IN): @[Supply Chain Innovation]: Many chips loose a lot of heat. How can we get the resistance down about a month ago | Like | Comment | Share | Follow-up | View

2 people like this

Problem 7:

Yachi Geraldine (IFAG OP CSC BS IN): @[Supply Chain Innovation]: We have this problem: there is a lot of people who are using Wiki but not so many people who are editing the Wiki entries. How can we convince people to share their knowledge using the Wiki? (link) about a month ago | Unlike | Comment | Share | Follow-up | View

You and 3 others like this.

Problem 8:

Elm Hans (IFAG OP CSC BS IN): @[Supply Chain Innovation]: when I am travelling it takes a lot of time to get connected via WLAN - sometimes I just can't get a connection to the IFX net or it is very slow. Especially for i-shares. about a month ago | Like | Comment | Share | Follow-up | View

5 people like this

Russland Tim (IFAG OP CSC BS IN): I have a solution for this: Go to this site: (link) , click on "Change my Applications", add "Desktop W2K3 - choose your location" to your applications, open this application and everything will be much faster about a month ago
Problem 9:

Fitilla Christian (IFAG OP CSC BS IN): How can I find out what time my morning meeting area if I do not bring my Infinion laptop home? Is there anyway to access the outlook calendar or save it somewhere externally?

about a month ago

You and 11 others like this.

Seitz Alexander (IFAG OP CSC BS IN): I have a similar problem. I have several internet calendars that I import to my private googlmail account. There is a way to make the Infinion Outlook Calendar accessible for importing it as a calendar? Outlook has the functionality but I did not manage to make it work.

about a month ago

Rusland Tim (IFAG OP CSC BS IN): maybe a solution: you can synchronize your mobilephone with your outlook calendar. Then you are able to see all your meetings on your phone.

about a month ago

Heinrich Ronald (IFAG BC IS): please go one step further with your discussion / brainstomming /: how could you make sure that confidential content as example our cost calculation or product design data, which may be part of a appointment will not be automatically synchronized to google or other external service providers? Who has then access to our confidential data? at least for the USA, UK, Russia or China is the situation very clear ... their intelligent services have the official goal to do industry espionage to support their economy ... due to the fact, that we know at the moment no technical solution, which is able to fulfill all security requirements for such sync scenario, is the usage of private email or the handling of ifs ip and content on non ifs devices and infrastructure not allowed and the corporate rule "clean desk policy" applies here fully. see: (link) if you need a copy of your calendar on a mobile device, please get in touch wit

about a month ago

Heinrich Ronald (IFAG BC IS): if you need a copy of your calendar on a mobile device, please get in touch with your manager, he can approve for you a ifs owned smartphone. br

about a month ago

Rusland Tim (IFAG OP CSC BS IN): Yes you are right! You should only synchronize IPX mobile phone with the outlook calendar entries. And furthermore I think confidential information should only be send in encrypted emails and not in the body of a meeting request.

about a month ago

Heinrich Ronald (IFAG BC IS): of course in a perfect world D, where people know how they have to handle information correct, every single piece of confidential data should be encrypted, but the real world is not half of the perfect world: (...) people do not think about security, they add data to any kind of media or channel, they looking for fast and easy to use things, they are business trigger and unfortunately is handling information on a secure basis often not easy and fast

about a month ago

Problem 10:

Seitz Alexander (IFAG OP CSC BS IN): g(Supply Chain Innovation): Is there a way to forward your emails to your private Email account? This would make checking your work emails much easier when you are at home. Other than that you could respond quicker to urgent emails when you are on vacation and do not have your company laptop with you.

about a month ago

2 people like this

Lehmann Ilken (IFAG IT GPS ITS): you mean, implementing a rule, that automatically forward mails to your private mailbox? That would indeed be comfortable. But don't you think, that this might be a security problem? It means you then enter information that is potentially confidential to the internet.

about a month ago

Heinrich Ronald (IFAG BC IS): your forwarded email would not be protected during transmission to your private mailserver and also there the content would be more less public, because what do you know about the admin staff, who is analyzing your mailbox to make money with your content? the intelligent services of the usA and other countries have the official goal to support the local economy by driving industry espionage, and where are the servers of google, Microsoft, Facebook located? :) If you do not pay for a service ... your are not the customer ... you are the product :) to prevent the leaking of ip is the corporate rule "clean desk policy" in place, see: (link) if you need "real time" access to your mailbox, please get in touch with your manager, he can approve for you a ifs owned smartphone. br

about a month ago

Problem 11:

Coll-Vinet Silva Jose Javier (IFAG OP CSC BS IN): g(Supply Chain Innovation): A problem that affects our SC issued from the allocation survey: We made daily commits which we sometimes could not keep; emergency shipments take too long to process at the beginning. It takes too long to communicate within the organization and now after the process change high manual effort for CLMs.

about a month ago

Ehm Hans (IFAG OP CSC BS IN) likes this.

Problem 12:

Coll-Vinet Silva Jose Javier (IFAG OP CSC BS IN): g(Supply Chain Innovation): A problem that affects our SC issued from the allocation survey: Allocation process available but no trained people: Allocation pool needed! Customers get supply which we don't want them to get. CLM does not know allocation target.

about a month ago

Yeshe Geraldine (IFAG OP CSC BS IN) likes this.
Problem 13:

Coll-Vincent Silva Jose Javier (IFAG OP CSC BS IN): Supply Chain Innovation: A problem that affects our SC issued from the allocation survey: Leadtime inconsistency & performance against commits is missing. We do not know the order leadtime (which we have committed) when the order is first entered. Leadtime = RL2; we have no historisation of our order leadtime. about a month ago • Like • Comment • Share • Follow-up • View

2 people like this

Problem 14:

Coll-Vincent Silva Jose Javier (IFAG OP CSC BS IN): Supply Chain Innovation: A problem that affects our SC issued from the allocation survey: “Extremo” Daily Allocation process (hourly update) was not available. Allocation gets worse from day to day. Customers calls are extensively time and resource consuming and they don not leave much time to our people to work on what is decided in those calls. about a month ago • Like • Comment • Share • Follow-up • View

Problem 15:

Coll-Vincent Silva Jose Javier (IFAG OP CSC BS IN): Supply Chain Innovation: A problem that affects our SC issued from the allocation survey: Allocation process available but no trained people; Allocation pool needed? Customer / CLM surprised by shortage in supply. about a month ago • Like • Comment • Share • Follow-up • View

Problem 16:

Ramon Vergara Albert (IFAG OP CSC BS IN): Supply Chain Innovation: My problem is that I have all the rights (full control) in our server file (Musashi!) but I am not able to edit the files that are in it. It takes me a lot of time to update every week my homepage for the JF because for any little change I have to create a new “index” file. about a month ago • Like • Comment • Share • Follow-up • View

5 people like this

View less

Reins Cordula (IFAG OP CSC BS IN): Hi Albert, just as the same as Javier, which program do you use to prepare your personal homepage, let me know some details, so we can get more ideas for the solution :-) about a month ago

Reins Cordula (IFAG OP CSC BS IN): Hi, I use Microsoft Word to edit my index. But I do not think it is an issue of the Microsoft Word, because I can’t edit any file in my files independently of the program used! about a month ago

Reins Cordula (IFAG OP CSC BS IN): After testing yesterday, we found a solution: first the rights were checked with IT and settings changed, after reboot and reconnecting the ShareFile Albert was able to edit his pages now regularly :-) about a month ago

Problem 17:

Coll-Vincent Silva Jose Javier (IFAG OP CSC BS IN): Supply Chain Innovation: My problem is similar to the one posted by Albert. I cannot insert links into my main webpage (the index). When I do it and then click on it, it always takes me to the Intranet Intranet instead of taking me to the link I intended. It is really annoying. Can anyone help? about a month ago • Unlike • Comment • Share • Follow-up • View

You and 2 others like this

View less

Reins Cordula (IFAG OP CSC BS IN): Hi Javier, it depends on the program you are using, probably you can show me more details of your problem so we can find a solution :-) about a month ago

Sun Can (IFAG OP CSC BS IN): Hi Javier, I checked your homepage. The reason is, there is a default setting for the link to SC Intranet website in your Index page, that means, whenever you click a link on your Index page, it will forward to the Internet directly. about a month ago

Sun Can (IFAG OP CSC BS IN): I see there are two solutions, one way is you can go to your homepage page, choose “View” and then “Source”, you can see your original links and delete the useless ones. Or you can make a new clean word document to avoid wrong default links. about a month ago
Problem 18:
Sun Can (IFAG OP CSC BS IN): @[Supply Chain Innovation]: The problem is the access to Employee Portal. I could log in my account, but when I choose HR Service and want to access to my personal information, the system ask me for login information again and I cannot access with current username and password.
about a month ago Unlike  Comment  Share  Follow-up  View
You like this.
Zarrin-Nal Simon (IFAG IT OS EUI DOA): Hi, this is normal in cause of security reasons.
about a month ago

Problem 19:
Reins Cordula (IFAG OP CSC BS IN): @[Supply Chain Innovation]: Problem: when there are meetings for all employees in the OP CSC BS group there is no place, where I can look at, if do not have the invitation in my outlook
about a month ago  Like  Comment  Share  Follow-up  View
2 people like this

Problem 20:
Forstner Lisa (IFAG OP CSC BS IN): @[Supply Chain Innovation]: Problem: For the SIC Colloquium I have a DL. Within this DL I have several sub DLs. I have the impression that outlook does not update my invitations automatically when there are some changes in this subDL (if the invitation was already sent). The problem is that new people do not get the invitation immediately.
Since there are a lot of people in the list I don’t want to play around to figure this out with this list.
about a month ago  Like  Comment  Share  Follow-up  View
Reins Cordula (IFAG OP CSC BS IN): Hi Lisa, as you already mentioned if you not recieve the email/invitation newly added members cannot receive it automatically. we can check the details, cause i think there is already a process for this, but we have to make sure if this fits to your DLs
about a month ago

Problem 21:
Felismann Sonja (IFAG OP CSC BS IN): @[Supply Chain Innovation]: Sometimes I have a problem with the iLearns. After completing the review questions I try to open the assessment form but it does not open, saying I first have to answer the review questions. Once I have answered all questions again it works.
about a month ago  Like  Comment  Share  Follow-up  View
3 people like this
Appendix B:
Results of the survey conducted among the participants of iPSolving's pilot test
1. How do you value the overall initiative?

2. How do you value the impact that IPSolving can have on the resolution of your daily problems?

3. How do you value the impact that IPSolving can have on your daily workload?

4. How do you value the impact that IPSolving can have on the employees’ willingness to create new knowledge or share the existing one?

5. Was the possible reward important to make you participate in the "Pilot test"?

6. If you have posted a problem, was it important for you the fact that there was a reward?

7. If you have solved a problem, was it important for you the fact that there was a reward?

8. Did you take the participation in the "Pilot test" seriously?*?

9. If you posted a problem, was it totally or partially solved?

10. Do you think that the implementation of IPSolving within Infineon’s supply chain around the world is feasible?

How would you improve IPSolving? Please take into account that it is meant to be implemented in the whole Supply Chain around the world.

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Please, use this space to make any other suggestion

If implementing IPSolving worldwide, there should be certain communities or certain topics you can post your problem on. Otherwise there will be too much people and problems on one site.

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Inform people how to configure the e-mail notifications so that everybody doesn't get spammed.

Please, use this space to make any other suggestion

Javier needs to make the rewards work...

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How would you improve iPSTeaming? Please take into account that it is meant to be implemented in the whole Supply Chain around the world.  

I would create some kind of interest group, where the problems aren’t mixed. I mean, the "access rights" problems in one wall, the "run" in another one...  

Please, use this space to make any other suggestion  

Maybe you could talk to the creators of the new Intranet to merge your idea with the Intranet.  

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* A grouping of problems is needed.
* It takes too much time of my daily work to look around. At the end it's justifying my taking away from daily work.
* I need to be convinced by its simplicity and effectiveness. Then I would use it (but I do not want to implement it).

Please, use this space to make any other suggestion

* If you have a grouping of the problems, it should suggest someone I should contact and ask (maybe a department or group of people). They can answer the question and (to avoid multiple similar questions) put the problem as solved in the right category.

*By taking the participation seriously it is meant, having given your support only to the problems that you thought were really interesting.
How do you value the overall initiative?

How do you value the impact that iPSolving can have on the resolution of your daily problems?

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Do you think that the implementation of iPSolving within infineon's supply chain around the world is feasible?

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Fix it problems. For example, that fines can be taken away again, or that comments can be deleted. Then should be rules how to fix phase problems and solutions, or if solutions that are given are really worth to give the price to.

Please, use this space to make any other suggestion

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iPSolving

1. How do you value the overall initiative?

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10. Do you think that the implementation of iPSolving within Infineon's supply chain around the world is feasible?

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How would you improve iPSolving? Please take into account that it is meant to be implemented in the whole Supply Chain around the world.

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How would you improve iPSolving? Please take into account that it is meant to be implemented in the whole Supply Chain around the world.

To change the frequency of receiving emails each time someone likes the same as you do. I do agree on the process if I posted the problem myself but otherwise I do not find it disturbing anymore. I know you are just supposed to like problems you really find important or interesting... but if you really are interested you can follow it on the wall yourself... there are enough emails already, and I think others might find that disturbing as well and not participate anymore.

Please, use this space to make any other suggestion

For the pilot test I did not find the money important. But I believe that to be able to scale this up, to make it available all over the company, the incentives are really important. But, is it feasible with this amount of money on a larger scale?

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3. How do you value the impact that iPScolving can have on your daily workload?

4. How do you value the impact that iPScolving can have on the employees’ willingness to create new knowledge or share the existing one?

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7. If you have solved a problem, was it important for you the fact that there was a reward?

8. Did you take the participation in the "Pilot test" seriously?

9. If you posted a problem, was it totally or partially solved?

10. Do you think that the implementation of iPScolving within Infineon's supply chain around the world is feasible?

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How would you improve IPSolving? Please take into account that it is meant to be implemented in the whole Supply Chain around the world.

A form how to document the solutions (the approved ones) would be fine, then we would have a database which also can be used in the wiki.

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Built different categories of problems. Let the use subscribe for a category of problems for which Re戒 is interested in and send only information for this topic (changes, etc).

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<table>
<thead>
<tr>
<th></th>
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<th>Very</th>
<th>Positive</th>
<th>Neutral</th>
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<td>How do you value the overall initiative?</td>
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<td>How do you value the impact that iPProblem can have on the resolution of your daily problems?</td>
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<td>How do you value the impact that iPProblem can have on your daily workload?</td>
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<td>How do you value the impact that iPProblem can have on the employees' willingness to create new knowledge or share the existing one?</td>
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<td>Was the possible reward important to make you participate in the &quot;Pilot test&quot;?</td>
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<td>If you have posted a problem, was it important for you the fact that there was a reward?</td>
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<td>If you have solved a problem, was it important for you the fact that there was a reward?</td>
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<td>Did you take the participation in the &quot;Pilot test&quot; seriously?</td>
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<td>9</td>
<td>If you posted a problem, was it totally or partially solved?</td>
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<td>10</td>
<td>Do you think that the implementation of iPProblem within Infineon's supply chain around the world is feasible?</td>
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10. Do you think that the implementation of iPSolving within Infineon's supply chain around the world is feasible? (under certain improvements)

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<th>Not Important</th>
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There should be a kind of categorisation or search function. Only 10% of the questions/Problems were of interest for me and it was not motivating to read through all the problems in order to find the two which I found interesting. Would it be possible to get only updates for problems which are in categories which I define. E.g. only problems which are related to Order Management.

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"We need a tool supporting iPSolving by 100%. iSpace iCommunity is not enough."

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- Interface: need an overview. How many milestones left to give a complete answer. A plan to store accepted answers about practices.

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