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Robotic Process Automation (RPA) applied to effectivity check in Technical Documentation production

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Context

As example, for an activity, we are receiving tasks sent by the requestor. For each of these tasks, part of the job is to determine the Part Numbers (PNs) effectivity of the change request in order to determine which technical document and which items in the documents need to be updated. To perform this effectivity check, authors need to go through a browser, connect to SAP to collect the PNs of the tasks. Then, for each PN, authors need to collect/read the PNs effectivity from multiple platforms. Once all the data are collected, authors can perform their analysis and update the corresponding technical documentations.
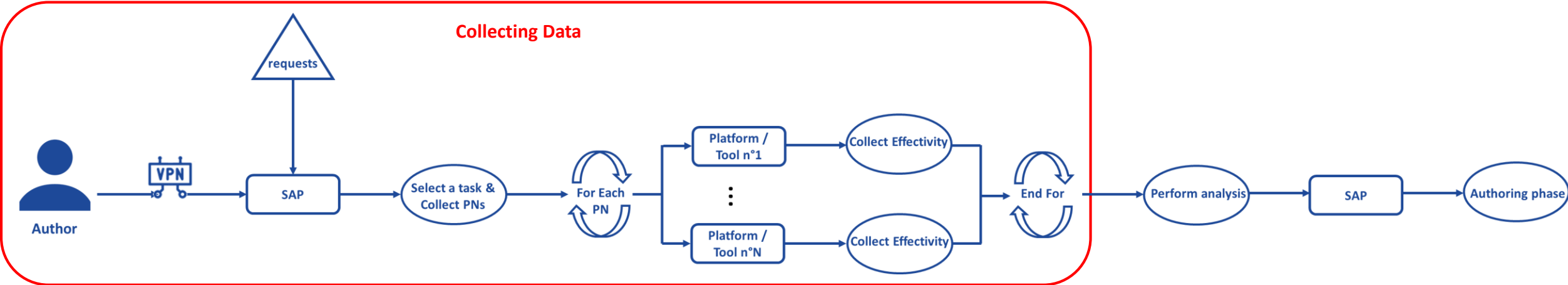
Time Consuming   **Repetitive**   **Without added value for authors**

Is there a way to accelerate or automate this phase ?

Robotic Process Automation (RPA)

Official definition:

Robotic Process Automation (RPA) is a technology for creating robots by learning user behavior on a graphical interface. In a classic process automation approach, a computer developer writes a computer program that performs a number of tasks and interacts with the Application Programming Interface (API). In a robotic process automation approach, the system learns the list of tasks to automate by observing the behavior of human users.
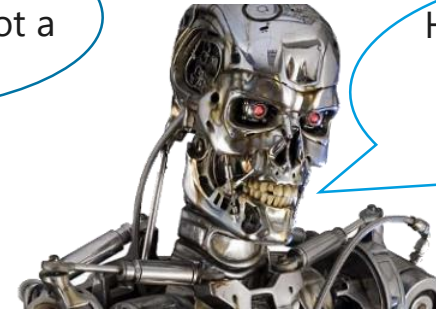
What does it mean ?

What is RPA ?

I. First it is important to understand that RPA are not actual Robot. They don't have a physical form and no resemblance to human.
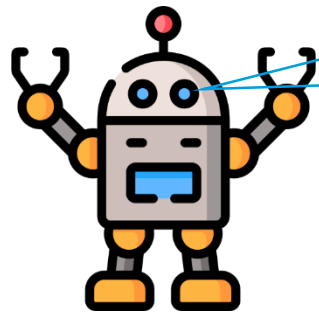
Hello, I am an android and I am not a RPA

Hello, I am a human assistant but I am not a RPA

Hello, I am a Terminator. I am here to kill John Connor and I am definitively not a RPA

II. A RPA is a software process developed by a human that follows a "script" which can replicate / emulate human actions (keyboard, mouse, …) and can utilize the applications and tools installed exactly like a person would do.
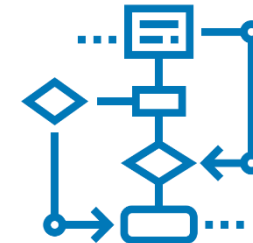
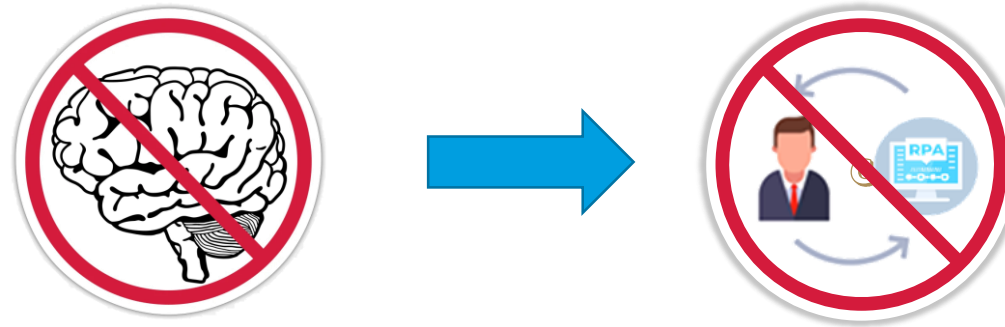**Devices**   **APPs & Tools**   **Script / Scenario**

What can a RPA do?

I.   It cannot replace a human. Indeed, a RPA has no brain or cognitive functions. It only follows instructions that it has be told to do.

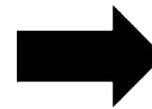II.   A RPA can perform many tasks. Such as:

Log into any application

make calculus

extract & collect & compile data from a database or a web source

manage file and folder (copy & paste, move, etc.)

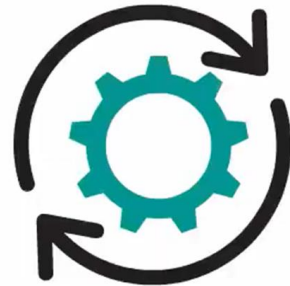Open, read & sent email. Collect & process attachments

When to use a RPA?

- To overcome the price of develop and licencing, it is necessary to apply RPA technology to tasks that are repetitive (or with a high volume), time consuming and for which humans have no added value.

You have a task that is repetitive and time consuming!   &   *Where you don't have added value!*   *Why not try RPA? It could do it for you!*

What it look like for the effectivity checks

I. Twice a Day, a RPA is trigger to collect effectivities

II. The RPA is going to iterate over change requests in SAP and, If a new one is detected, the RPA is going to collect effectivities from the dedicated platform for each PN of this request.

III. Once collected, effectivities are concatenated into an excel file and stored on a local folder.

IV. When an author want to work on a request, he/she selects the request in SAP and open the local folder containing effectivities to perform its analysis and authors the changes.

⚠ Caution: this is not a technical procedure, STE-100 has not been used!
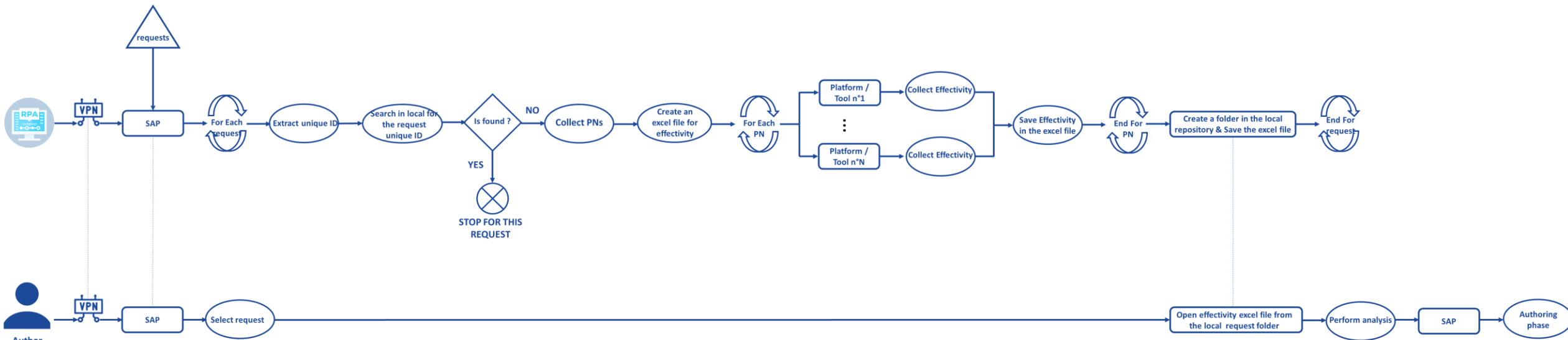
What about the benefice?

I. Increase quality to reach a RFT (Right First Time) at 90% to 95%.

II. Save about 3 hours per task (data collection + rework reduction)

III.   Increase Author's satisfaction by removing « frustrating » tasks from their hands

IV. Reduce human's errors (wrong document download, forgetting a document, …)

Time to conclude!

- RPA can be useful in IPS disciple. It can solve problem such: data migration, bridge between IPS software to create workflow/dataflow continuity when API are not available, data extraction from external platform, build of material automation in customer platform, report and BI creation, etc.
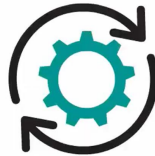
- RPA are useful only if a task is repetitive, time consuming and if human has no added value.

You have a task that is repetitive and time consuming!   *Where you don't have added value!*   *Why not try RPA? It could do it for you!*
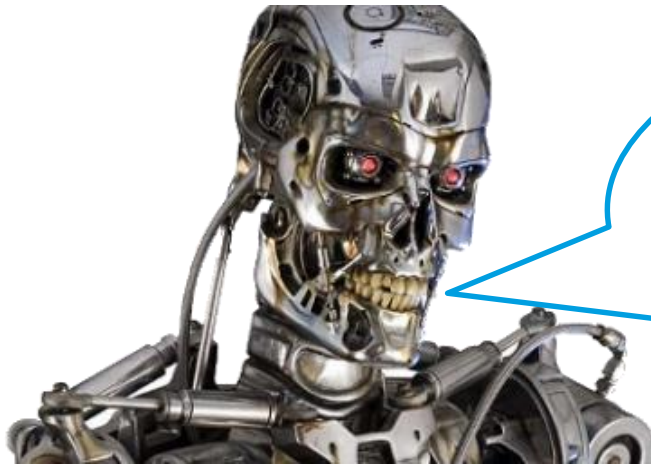
- RPA allows to reduce cost, reduce human errors and increase productivity and efficiency.

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Thank You

for your attention!

I recommend you to ask questions or I will be back!!

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