Coaching to RE APC & SS

CCC EC AT Zhao Xin

Coaching to Region East

Key initiative actions

- **APC&SS Engineers**
  ➤ All engineers can be involved
  ➤ Issue any pending , ambiguous, complicated questions
- **Topic: Networks and Communication**
  ➤All related to communication like PN&PB, Switch, WLAN, as well as Communication

The Closed Forum

- **Q/A/R Rules**
  ➤ Q: **Q**uestions would be described in details related to the cases
  ➤ A: **A**pproaches of how to fix the questions
  ➤ R: **R**easons adopted like theory or concept

On-site Guide

- Experts can go on site and give guidance to APC&SS engineers

The Outputs of Forum

- **KM**
  ➤ All materials on website can be exported into documentation
  ➤ Further discussion with customer online
- **KT**
  ➤ Summarized systematic knowledge can be transferred
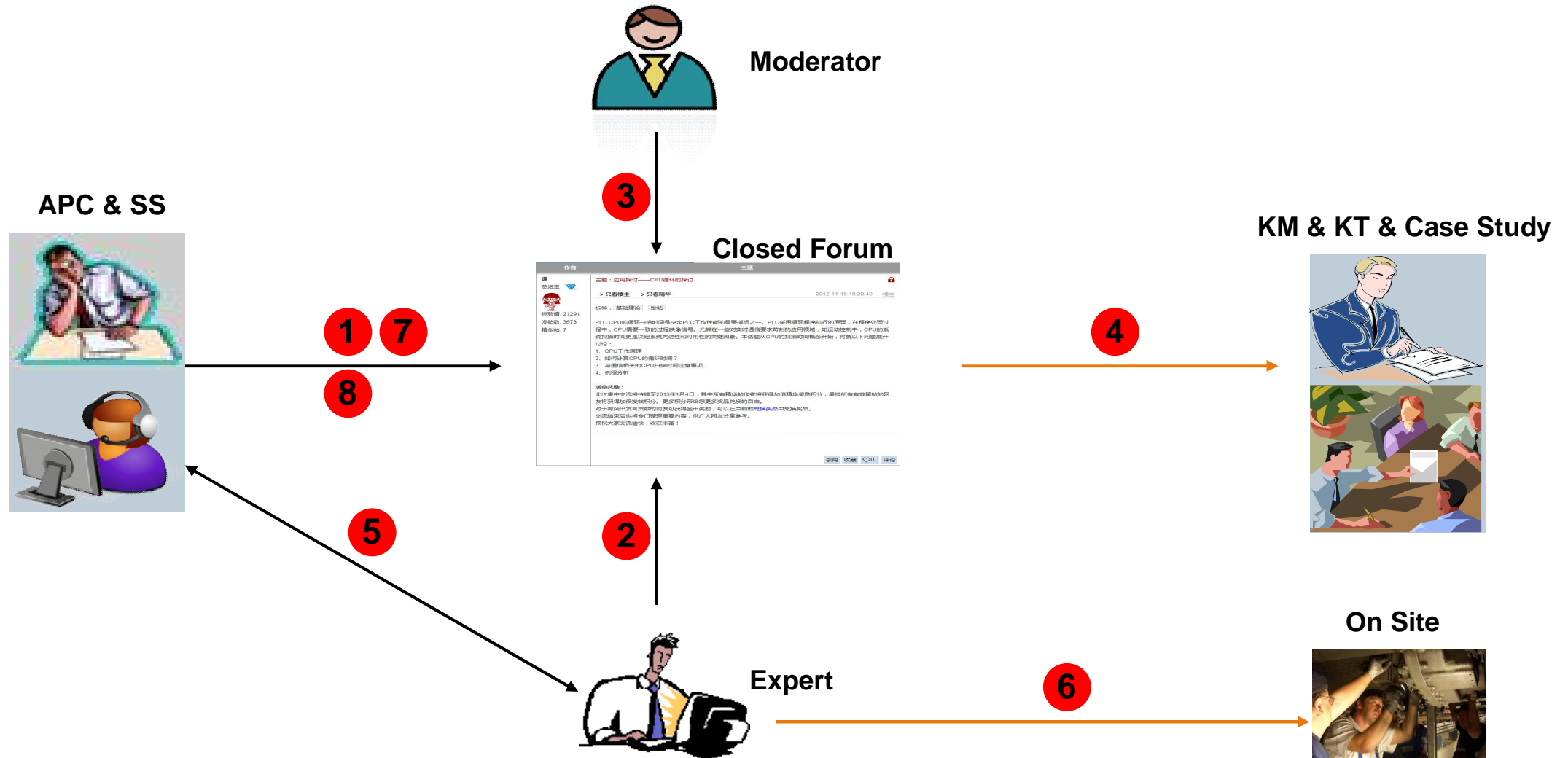 ➤ Other technical force can be targeted
- **Case Study**
  ➤The cases with clear answers can be studied internally first
  ➤ Online again

Experts together with APC&SS Engineers

Beijing
Nanjing
Suzhou
Shanghai
Hangzhou

Technical Competence Improvement

Coaching Process (1)

Moderator

3

APC & SS

1 **7**

8

Closed Forum

4

KM & KT & Case Study

5

2

Expert

6

On Site

Coaching Process (2)

1 APC and SS engineers issue the questions with the "Q", "A", "R" rules, which either come from the on-site case or the documentation

2 Experts give comments and solutions to the questions

3 The moderator encourages more posts and maintains the forum

4 All materials on website will be converted to documentation for sharing like KT & KM & Case study

5 Experts and APC&SS engineers discuss the complicated cases via online ways like LiveMeeting

6 Expert decides to go to the field with APC&SS engineers together for case-handling

7 APC&SS engineers issue the results of the on-site case on website and follow the processes as above again

8 Engineer's own summary and solution are also welcomed to sharing with each other

Coaching Program Development

Step 4: In the future
- **Forum outputs depending on the results on website**
  - ➤ KM & Documentation
  - ➤ KT
  - ➤ Case Study

Step 3: up to Dec.31, 2017
- **Pilot Program**
  - ➤ Issue questions by APC&SS engineers and fix questions by Experts or Both
  - ➤ Q1 Report

Step 2: up to Sep.29, 2017
- **User registration**
  - ➤ RE APC and SS register
  - ➤ Moderator and Expert named

Step 1: up to Sep.22, 2017
- **The Closed Forum**
  - ➤ Set up by OS department
  - ➤ Issue forum regulations
  - ➤ Briefing

Question Category

1   Concept and theory

- All terms that cannot understood easily can be issued, e.g. flooding
- Communication or protocol behavior e.g. MRPD
- Abnormal errors e.g. AR resources exhausted

2   Not basic configuration but system configuration

- Selection and basic configuration must be excluded
- Key technical points in configuration related to performance and number

3   Troubleshooting or Commissioning

- An alternative method would be not applied
- Think about the reason why the former method is not applied

*Mark "**Number**" on the website when the question is issued*

The Private Forum

http://www.ad.siemens.com.cn/club/bbs/welcome.aspx

Thank You!

SIEMENS

Networks and
Communication