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Anexo 1 – Mapa de impactos das normas na cadeia de valor: funções logística interna e produção/operações

Mapa do impacto das normas (Perspectiva funcional)									
Funções	Atividades	Impactos	Descrição	Prioridade	Categoria da norma			Impacto da participação	Número do impacto
				[1-alta 3-baixa]	Produto	Processo	Conformidade		
Logística de entrada ou interna	Todas as atividades	Melhor transferência de informações internas	O uso de especificações e documentos normalizados permite que a transmissão de informações internas sobre produtos e serviços seja mais eficiente.	2	x	x	x		I.1
		Melhor treinamento de pessoal	O pessoal da logística de entrada pode ser melhor treinado devido à normalização das especificações relevantes para produtos e serviços.	3	x	x	x		I.2
		Logísticas mais eficientes	A logística de entrada pode ser mais eficiente devido o número reduzido de tipos de suprimentos.	1	x				I.3
	Logística interna	Recebimento mais eficiente de suprimentos	Suprimentos com documentação, embalagens, rótulos ou etiquetas normalizados tornam o recebimento mais eficiente.	1	x	x			I.4
	Armazenamento	Redução das necessidades de armazenamento	Devido à elevada disponibilidade de produtos normalizados, menos suprimentos precisam ser armazenados.	1	x				I.5
Produção / Operações	Todas as atividades	Melhor transferência de informações internas	O uso de especificações e documentos normalizados permite que a transmissão de informações internas sobre produtos e serviços seja mais eficiente.	2	x	x	x		PO.1
		Melhor treinamento de pessoal	O pessoal da produção/operações pode ser melhor treinado devido à normalização das especificações relevantes para produtos e serviços.	3	x	x	x		PO.2
		Processamento mais eficiente	A produção/operações pode se tornar mais eficiente devido o número reduzido de tipos de produtos não normalizados.	1	x				PO.3
	Processamento	Montagem mais eficiente	Os processos de montagem são mais eficientes devido à arquitetura modular de produto.	1	x				PO.4
		Melhor qualidade dos equipamentos e suprimentos	Redução da taxa de falhas e custos de correção devido maior qualidade dos equipamentos e suprimentos baseados em normas.	1	x	x			PO.5
	Garantia da qualidade	Melhor gestão da qualidade	A gestão da qualidade baseada em normas pode ser implantada de formas mais eficaz.	1		x			PO.6
	SMS (saúde, meio ambiente e segurança)	Redução das desvantagens dos regulamentos	A influência no processo de definição da normalização ajuda a reduzir as desvantagens dos regulamentos.	3			x	x	PO.7
		Melhor cumprimento da legislação (saúde/ambiental/segurança)	A gestão de SMS baseada em normas pode ser implantada de formas mais eficaz.	1		x	x		PO.8

Anexo 2 – Relação dos entrevistados da Festo Brasil

Hora	24 Nov 2010 Sala do centro de contato	25 Nov 2010 Sala da engenharia e vendas	26 Nov 2010 Sala do centro de contato
08:00			Serviços
08:30			Anderson Franco - Coordenador do serviço pós-vendas
09:00		Engenharia de produto	Manutenção
10:00		Paulo Roberto dos Santos - Diretor de engenharia	Rogério Tavares - Coordenador de manutenção
		Fernando Mascarenhas - Administrador de dados mestre e coordenador de detalhes de projetos	Robinson Santos - Assistente administrativo
		Mauro Sandri - Laboratório, Coordenador de gestão de projetos e de programa de inovação	Adilson Soares - Supervisor de manutenção
10:30		Vendas	Visitação nas divisões da Festo Brasil
11:00		Homero Paulino - Consultor de aplicação de produto	
11:30		Viviane Maschio - Consultor de aplicação de produto	
12:00		Intervalo para o almoço	
12:30			
13:00		Inteligência de marketing	Garantia da Qualidade
13:30		Osvaldo Sato - Gestor de negócio (segmento de tecnologias pneumáticas)	André Galhumi - Gestor da garantia da qualidade
14:00	Visão geral da empresa	Produção / operações	
	Paulo Roberto dos Santos - Diretor de engenharia	Carlos Valentim - Coordenador de processo de produção	
14:30			
15:00	Fernando Mascarenhas - Administrador de dados mestre e coordenador de detalhes de projetos	Weeney Bolfaine - Gestor de marketing	
15:30		Segurança ocupacional	
		Cláudio Lara - Coordenador de segurança ocupacional	
16:00	Aquisição, logística de entrada e de saída		
16:30	Alessandro Coppo - Gestor da cadeia de suprimentos e logística		
17:00			