

CASE STUDY + OPERATING BLUEPRINT

Resolving production holds across four systems.

How an advanced defense manufacturer connected MES, PLM, QMS, and ERP so Quality could move each hold from signal to confirmed action.



CLIENT

Advanced defense manufacturer

OPERATION

Production hold resolution

SYSTEMS

MES, PLM, QMS, and ERP

DECISION OWNER

Quality Manager

THE OPERATING CONSTRAINT

Four systems held the answer. None held the complete production-hold case.

One of our clients, an advanced manufacturing company in the defense industry, operates three production sites. MES controlled the work order and lot. PLM held the current traveler. QMS held inspection and material records. ERP held the delivery commitment.

Each system showed part of the situation. Before Quality could act, the team still had to find the records, identify missing evidence, and rebuild the decision record by hand.

ONE RECURRING EVENT

A work order and its traveler showed different revisions.

Production placed the lot on hold. The final inspection attachment was also missing, so Quality could not decide until the record was complete.

THE OPERATING SHIFT

BEFORE

Quality searched four systems and rebuilt the hold record.

Hold surfaced

Records searched

Evidence reconciled

Updates followed manually



AFTER

One case carried the hold from signal to confirmed action.

Evidence assembled

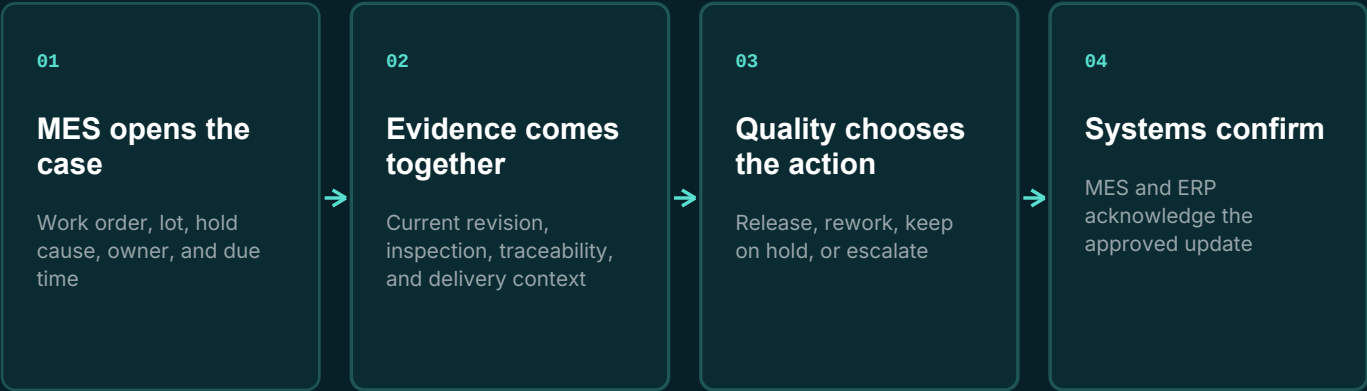
Gaps made visible

Quality decided

MES and ERP confirmed

THE CONNECTED OPERATING BLUEPRINT

Every hold now moves through one controlled sequence.

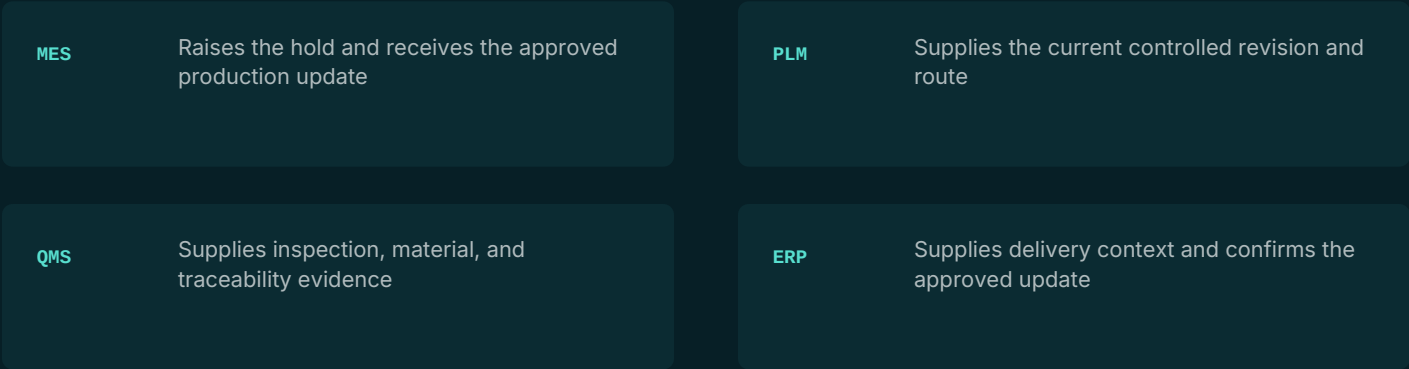


HUMAN AUTHORITY

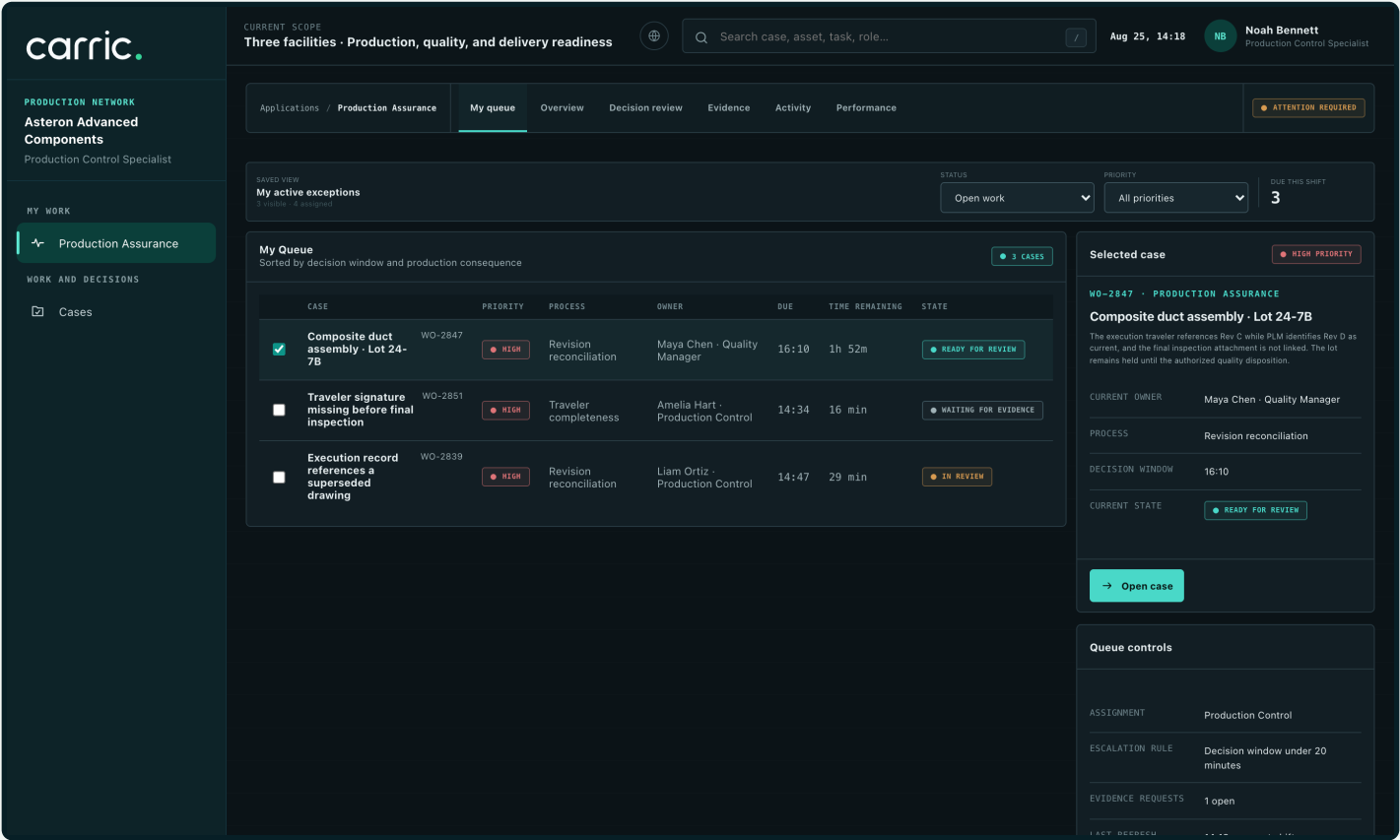
Carric builds the case. The Quality Manager decides.

The case keeps the evidence, approver, decision time, and system replies together with the lot.

SYSTEM ROLES



Production Control sees which held lot needs attention next.



01

One operating queue

Open holds are ordered by decision window and production consequence.

02

Case readiness is visible

The owner, due time, evidence state, and review status appear before the case is opened.

03

The right case reaches Quality

Production Control coordinates the queue while the Quality Manager retains disposition authority.

The Quality Manager reviews one complete record before deciding.

CURRENT SCOPE

Three facilities · Production, quality, and delivery readiness

Aug 25, 14:18

MC Maya Chen
Quality Manager

PRODUCTION NETWORK

Asteron Advanced Components

Quality Manager

OPERATIONS

Applications

WORK AND DECISIONS

Cases

Approvals

Applications / Production Assurance / Cases / W0-2847

Summary Evidence Disposition Activity Writebacks

GOVERNED CASE · W0-2847

STATE **READY FOR REVIEW**

OWNER Maya Chen - Quality Manager

DECISION DUE Aug 25, 14:45

CONFIDENCE 78%

Review disposition

Export history

Composite duct assembly · Lot 24-7B

Attention required

The execution traveler references Rev C while PLM identifies Rev D as current, and the final inspection attachment is not linked. The lot remains held until the authorized quality disposition.

1 revision conflict
1 required attachment missing
Named quality authority required

Evidence and criteria

7 evidence records · 4 controlled criteria

RECORD	SOURCE	FRESHNESS	EVIDENCE STATE
MES work order	ev-mes-work-order	MES	16 minutes CURRENT
Controlled traveler Rev D	ev-plm-rev-d	PLM	14 minutes CURRENT
Execution traveler Rev C	ev-traveler-rev-c	Document repository	13 minutes CONFLICT
Material certificate	ev-material-cert	QMS	12 minutes CURRENT
Final inspection result	ev-inspection-summary	QMS	11 minutes CURRENT
Approved inspection attachment	ev-inspection-attachment	Document repository	Not available MISSING
Program delivery commitment	ev-delivery-commitment	ERP	10 minutes CURRENT

Decision readiness

DISPOSITION OWNER Maya Chen - Quality Manager

CURRENT STATE **READY FOR REVIEW**

DECISION CONFIDENCE 78%

REVIEW THRESHOLD 90%

DECISION DUE Aug 25, 14:45

Human disposition required
Carric prepared the evidence and permitted options. The Quality Manager retains the decision.

Open disposition

Case timeline

Human decisions and system events remain separate

- 14:04 Controlled revision retrieved
PLM returned Traveler Rev D as the current released record.
System event
- 14:05 Revision conflict identified

01

The constraint is explicit

The revision conflict and missing inspection attachment are visible in the same case.

02

Evidence keeps its source

Each record shows its system, freshness, and current evidence state.

03

Human authority is preserved

Carric prepares the evidence and permitted options. The Quality Manager makes the disposition.

WHAT CHANGED OPERATIONALLY

The production team can now resolve every hold the same way.

The result was not another dashboard. It was one controlled path for evidence, authority, action, and confirmation.

01

One current record

Quality reviews the relevant records from all four systems in one case.

02

The right person decides

Production Control manages the queue. The Quality Manager chooses what happens next.

03

Systems confirm the action

The case stays open until MES and ERP confirm the approved action.

APPLY THE PATTERN TO YOUR OPERATION

Does one recurring event still make your team rebuild the record before one person can act?

01 Which event starts the work?

02 Which systems hold the evidence?

03 Which person owns the final decision?

04 How is the approved action confirmed?

Bring one event, the people who resolve it, and the systems they search.

[Talk to Carric ->](#)