

THE IMA SMART SERVICES

IMA  **DIGITAL**

SMART SERVICES


SMART INTERACTIVE TROUBLESHOOTING

Your Own IMA Technician at home...
Every time you need!

Troubleshooting guides the user to a possible diagnosis and solution of the event on the basis of IMA's technical expertise.

ALARMS DIAGNOSTICS BASE

Selecting one signal, standard troubleshooting appears:

Alarm Diagnostics		Process Faults								
CODE	DESCRIPTION	K								
1	UPS POWER SUPPLY FAULT	MESSAGE NO.	MESSAGE TEXT	TYPE OF STOP	ACKN. ACTIVE	CODE OF MAIN COMPONENT	STOP CAUSE	POSSIBLE ACTIONS FOR SOLVING PROBLEM	SUPPORTING DOCUMENTATION	EMPLOYEE QUALIFICATION FOR THE INTERVENTION
2	MAIN SWITCH OFF									
3	MAIN POWER SUPPLY FAULT									
5	UPS FAULT	5	UPS FAULT	IMMEDIATE STOP	YES	T0030	No voltage to UPS. If voltage is not restored within a preset time after safeties are triggered, the machine shuts down automatically.	<ul style="list-style-type: none">Check the type of failure signalled by the device inside the electrical box and act accordingly.Restore routine operating conditions.	Wiring Diagram, Device documentation, Instruction Manual.	
6	SHUTDOWN IN PROGRESS									
7	SHUTDOWN BY HWI									

SMART INTERACTIVE TROUBLESHOOTING

ALARMS DIAGNOSTICS WIZARD

The screenshot displays the 'Alarm Diagnostics Wizard' interface. At the top, there are two tabs: 'Alarm Diagnostics' (active) and 'Process Faults'. A search bar on the right contains the number '647' and a magnifying glass icon. Below the tabs is a table with the following structure:

CODE	DESCRIPTION	WIZARD
647	INFEED VIAL MISSING FAIL	

A callout box points to the wizard icon with the text: "Once selected the wizard icon, you can run the smart troubleshooting." Below the table, a navigation bar shows a back arrow, the text "647 INFEED VIAL MISSING FAIL", and "Alarm Diagnostics". The main content area features a question: "Are there any vials in front of the photocell reading range?" with a "How to do" instruction: "Check the consistency of signaling." Below the question is a link "B3200" pointing to a "Link to related component". At the bottom, there are two buttons: "NO" and "YES >".

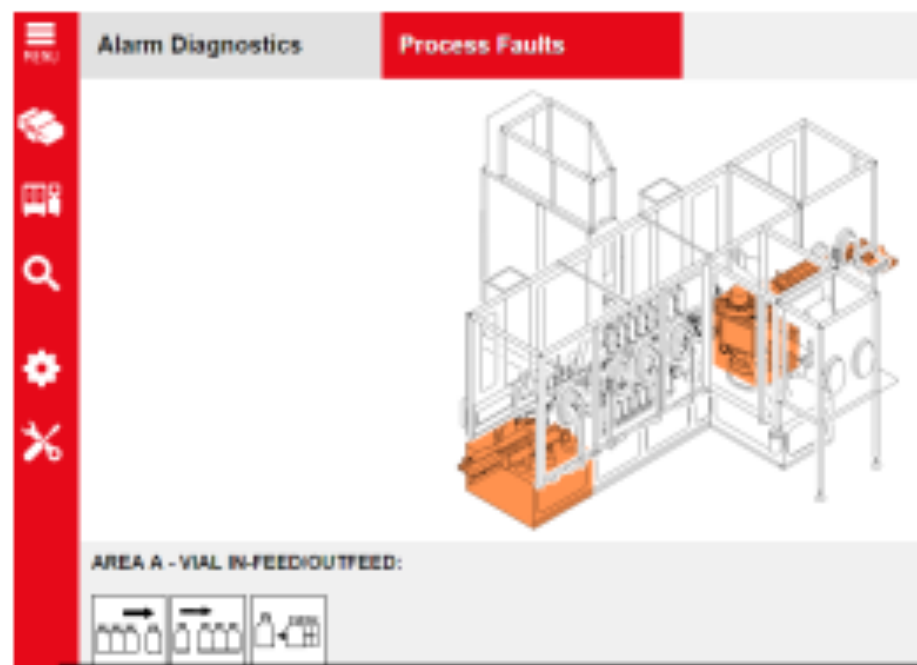
User will be guided to a possible diagnosis and solution of the event on the basis of IMA's technical expertise, through a series of questions. **Questions available for the diagnosis are displayed in preview and assigned to the User Profile needed to run the troubleshooting.**

SMART INTERACTIVE TROUBLESHOOTING

PROCESS FAULTS DIAGNOSTIC (FQA)

Troubleshooting not directly related to an alarm can be run directly through.

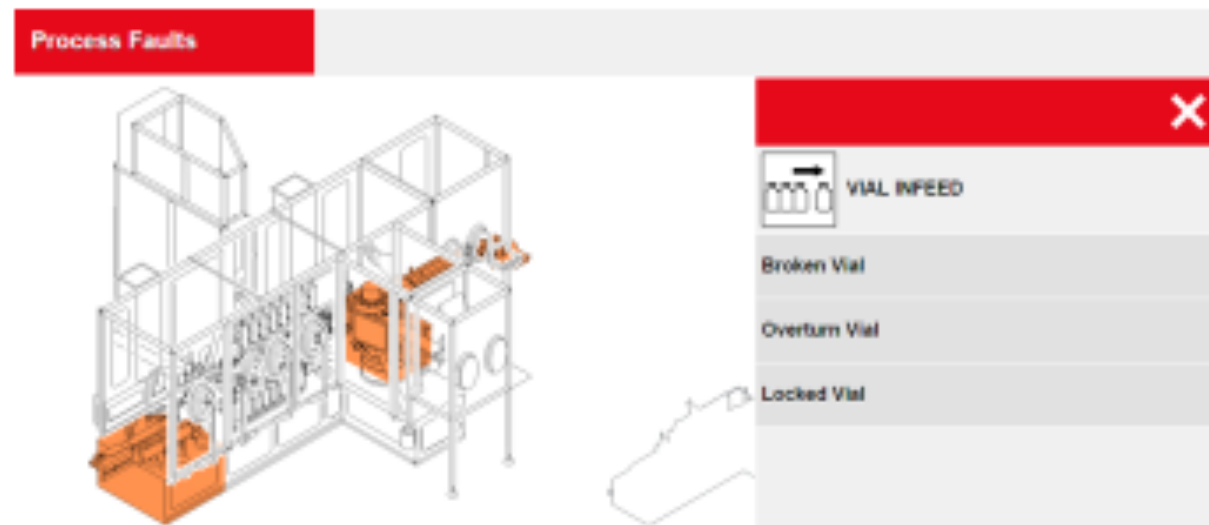
Process Faults (FAQ)



Then icons allows the User to identify a macro-area

Interactive machine drawing Layout allows the User to easily select where the problem appears.

Selecting an anomaly, user can run the troubleshooting.



SMART MULTIMEDIA TRAINING

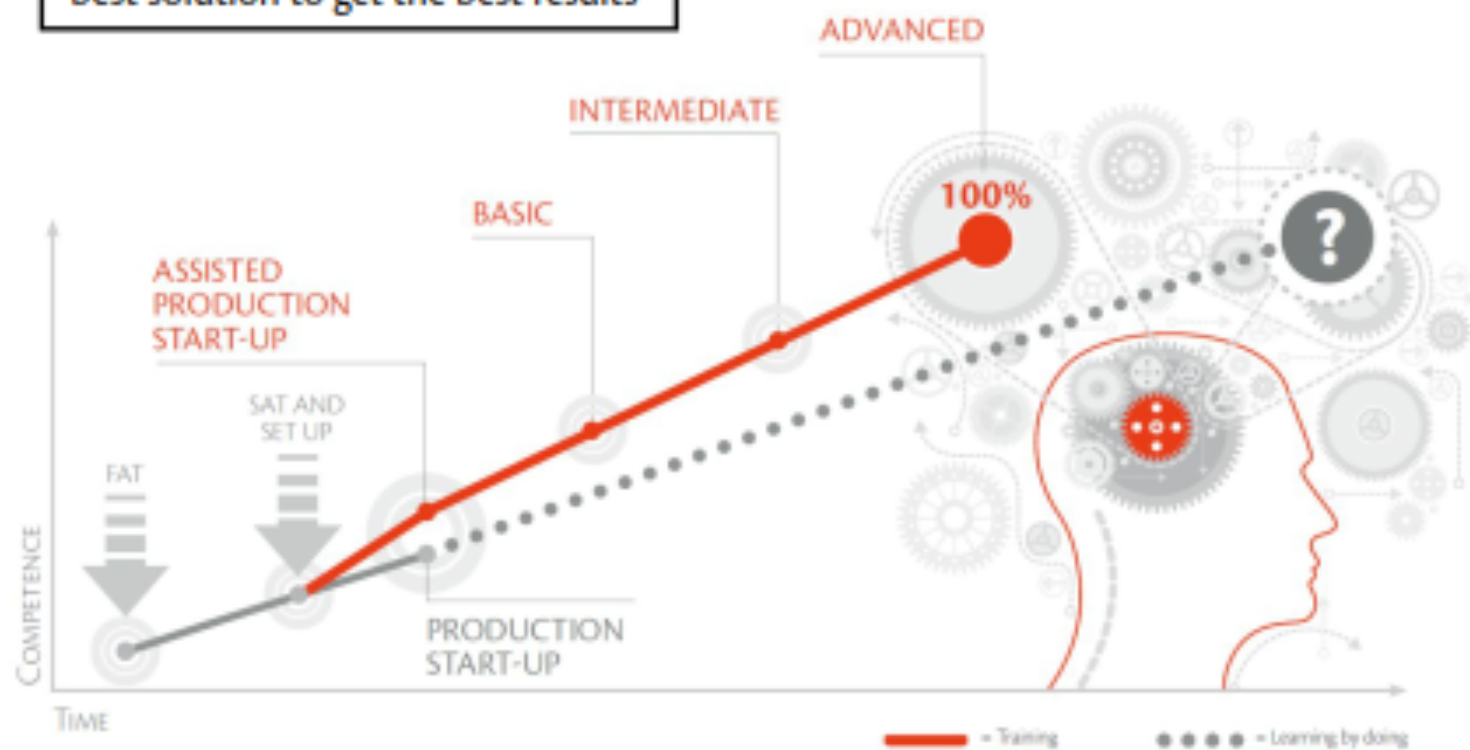
The main regulations in pharmaceutical environment setting out the need to submit the personnel to training sessions.

Training is also useful to improve personnel competences:

- exploiting equipment potential;
- allowing a deeper process understanding.

Training must be documented and, if necessary, repeated.

A **guided training** is certainly the best solution to get the best results



SMART MULTIMEDIA TRAINING

HIGHLIGHTS

Training could be performed with the assistance of an IMA Technician, or in autonomy by the Customer, every time needed.

Training could be performed just for one person (i.e. a new employee), or for a classroom.

Customer could link to IMA Training its own SOP, to optimize learning time and complete the content in a personal way.

Customer acts as Training Administrator, and can assign more than one competence profile to the same user, tailoring the Training on its personal needs.



At the end of the validated training and related test, a personal certificate is issued. A copy of the filled test is saved with the indication of the percentage of correct answer given.