

Global Manufacturing Standards	 Remote Expert Assistance	Standard Number w-EX7
		Issue Date: 06-Feb-2007
		Rev: 1-1

1. PURPOSE AND SCOPE

The aim of this Standard is to establish the minimum requirements for the: specification and use of remotely connected technical assistance for manufacturing machine tools and equipment.

1.1. Applicability/Scope:

This Standard applies to Ford Motor Company's manufacturing facilities, worldwide.

1.2. Exceptions

None

1.3. Mandatory and Preferred Items

Mandatory requirements are characterized by the use of the word "shall". Departure from these requirements requires a written deviation from the Ford Global Manufacturing Standards - Electrical Technical Committee prior to system implementation. Preferred items are characterized by the use of the word "should".

2. REFERENCE STANDARDS

Whenever a specific Standard is referenced, it shall be the latest revision, unless otherwise specified.

2.1. Ford Standards and Specifications

- 2.1.1. Where applicable the REA system shall be in compliance with Ford Motor Company Information Technology Security and Control requirements. - <http://www.itsecurity.ford.com/>

2.2. Industry Standards

- 2.2.1. None.

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3. CONFORMANCE

3.1. Approval Process

- 3.1.1. Approval of Remote Expert Assistance (REA) solutions shall be made based on conformance to this Standard and agreement from the Ford Global Manufacturing Standards - Electrical Technical Committee.
- 3.1.2. All documentation shall be subject to the review of Ford Global Manufacturing Standards - Electrical Technical Committee.

4. DEFINITIONS

- 4.1. **Application Control Review (ACR)** – A Ford IT process designed to reduce the risk associated with information technology applications by ensuring that appropriate controls are implemented and functioning properly.
- 4.2. **Application Code** – Software that is designed and written for a specific machine or equipment task.
- 4.3. **End User** - Person in the Ford Plant at the machine tool.
- 4.4. **FMEA** – Failure Mode and Effect Analysis - A method that examines potential process failures, evaluates risk priorities, and helps determine remedial actions to avoid identified problems.
- 4.5. **Local Controller** - The device used to control the machine, e.g. PLC, CNC, Robot Controller.
- 4.6. **Monitor Mode** - A *Programming Software* mode of operation that allows the *Local Controller* application to be monitored but prohibits any changes.
- 4.7. **REA Application** - The Remote Expert Assistance application software that allows the End User to request assistance and manages the authority to monitor the application from a remote location.
- 4.8. **REA System Architecture** – The fundamental systems and procedures that together make up a Remote Expert Assistance application.
- 4.9. **Remote Expert** - Person at a remote location outside the Ford Plant.
- 4.10. **Systems Control Review** – An annual review carried out to ensure the 'controls' described in the ACR remain in place