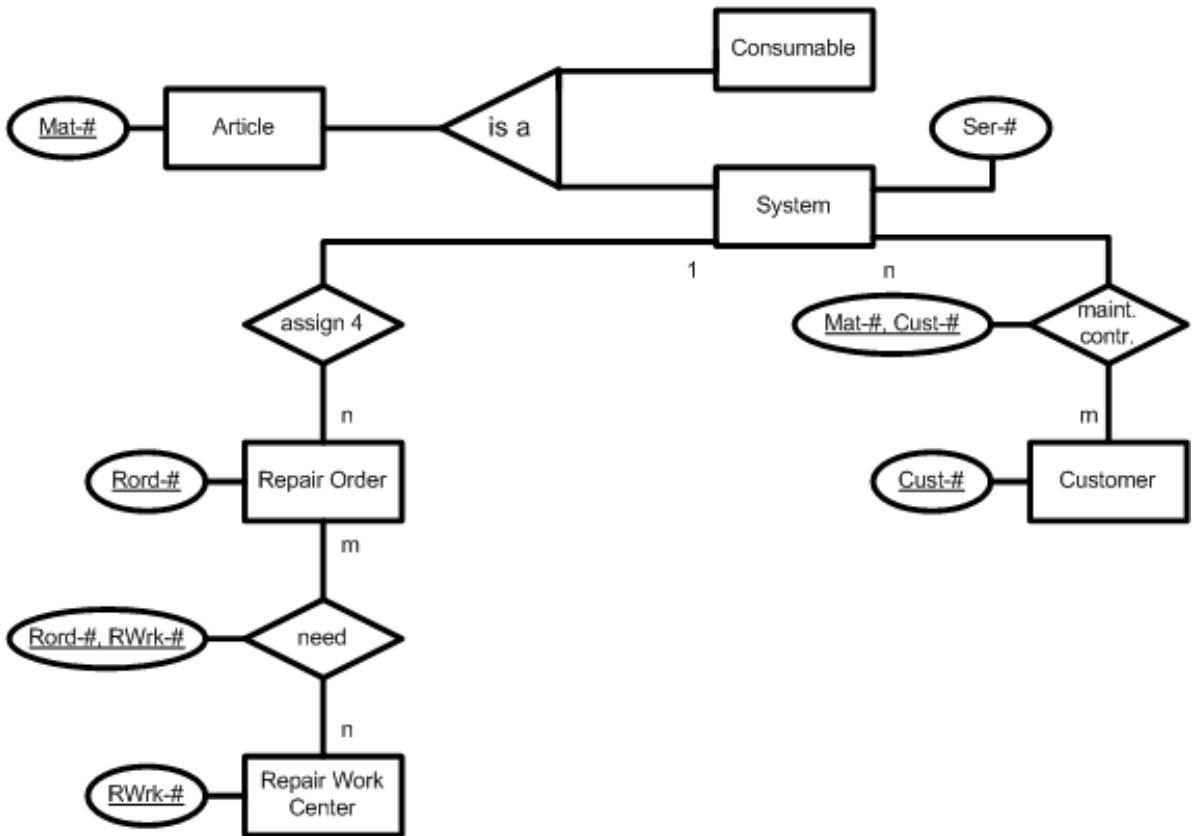


## **Maintenance**

Source: [Hohe99], adapted by Farid El Masri, adjusted by Gerhard Pokorny

### **Transfer the following verbal description into an ERM:**

- a) A company produces articles (Mat-#), which are classified in consumables (wear parts) and systems (Ser-#).
- b) Customers (Cust-#) can buy maintenance contracts for these systems.
- c) If a defective system is sent in by the customer to be repaired, a repair order (Rord-#) is created, and assigned to the serial number. This repair order is specific only to one system. There are repair work centres (RWrk-#) used by repair orders.



Article

<u>Mat-#</u>	Mtype	Ser-#	...

Customer

<u>Cust-#</u>	...

Maintenance Contract

<u>Mtn-#</u>	Cust-#	...

has

<u>Mat-#</u>	<u>Mtn-#</u>	...

Repair Order

<u>ROrd-#</u>	...

Repair Worc Center

<u>RWrk-#</u>	...

need

<u>ROrd-#</u>	<u>RWrk-#</u>	...