

# S.L.A.N.G.

## Schindler Lifts Acronym and Nomenclature Guide

Abbreviation	Full text	Description
<b>5 S</b>	Seiri, Seiso, Seiton, Seiketsu, Shitsuke	5 S is a method to organise the workspace for better efficiency & effectiveness
<b>AC</b>	Area Controlling	
<b>ACT</b>	Australian Capital Territory	Province in Australia
<b>ACW</b>	Authority to Commence Works	
<b>ADF</b>	Acquisition Data Form	
<b>AE</b>	Advanced Edition	Postfix for certain Escalator product lines e.g. S 9300 AE
<b>AEA</b>	Australian Elevator Association	
<b>AIR</b>	Acceptance Inspections Report	part of SAIS
<b>AL</b>	Access Levels	
<b>ALSO</b>	Computer Vertrieb	computer distribution company (to be sold)
<b>AMS</b>	Aufzug (lift) Material Specification	
<b>AMWU</b>	Australian Metal Workers Union	A kind of Australian workers union
<b>AP</b>	Asia Pacific	Schindler zone
<b>AP</b>	Account Payable	Finance Account Term
<b>API</b>	Application Programming Interface	Interface between an APP and a backend system connected to it
<b>AQC</b>	Assembly Quality Control	
<b>AR</b>	Account Receiving	finance account term
<b>AS</b>	Australian Standard	
<b>ASA</b>	Apparate Schrank Ausserhalb	Controller box outside of truss
<b>ASM</b>	Area Sales Manager	
<b>ASM</b>	After Sales Market	
<b>AUS</b>	Australia KG	
<b>BAC</b>	Boss as Coach	This is a training program on coaching skills
<b>BCA</b>	Building Code of Australia	
<b>BDE</b>	Betriebs-Daten-Erfassung	time recording per activity and commission
<b>BDP</b>	Best Demonstrated Practice	
<b>BERU</b>	Betriebs Resultat	Bottom line profit of KG
<b>BG</b>	Bank Guarantee	

<b>BGM</b>	Branch General Manager	
<b>BHAG</b>	Big Hairy Audacious Goal	
<b>BI</b>	Business Information	Report about competition
<b>BIM</b>	Building Information Modeling	file format from Autodesk architectural suit to show 3D content
<b>BLT</b>	Business & Leadership Training	Business & Leadership Training
<b>BM</b>	Business Management	Global & Zone representing markets and acting as the customer to the development organisation
<b>BM</b>	Bench Marking	
<b>BMS</b>	Building Managment System	
<b>BOL</b>	Bill Of Lading	
<b>BOM</b>	Bill Of Materials	
<b>BPCS</b>	Business Planning and Control System	ERP system from IBM which was used in SHW
<b>BPM</b>	Business Process Management	Summary term of vital business processes (OtC, PtP,...)
<b>BSC</b>	Balanced Score Card	
<b>BTP</b>	Break Through Project	
<b>BW2000</b>	Schindler accounting standard	
<b>C&amp;B</b>	Compensation & Benefits	Human Resource term covering salaries, bonus, social security,...
<b>C0</b>	Project Launch	Market Specification frozen / concepts available
<b>C1</b>	Contribution One	Gross Profit (financial terms)
<b>C1</b>	not used gateway from the PCP 2.0	
<b>C10</b>	Close program	Phase out completed
<b>C2</b>	not used gateway from the PCP 2.0	
<b>C3</b>	Concept Approved	Product requirements aligned
<b>C4</b>	Project Launch	Product & Process Development & Validation
<b>C5</b>	Ready for (internal) prototype installation	Ready for pre-series installation
<b>C6</b>	Limited Product Release	Production & Process readiness
<b>C6.1</b>	Zero-series readiness	
<b>C7</b>	Extended Product Release	Components & Field process validation
<b>C8</b>	Release series production	plant side release
<b>C9</b>	Sales Release	release in sales system - ready to go to market
<b>CA</b>	Corrective Action	
<b>CADI</b>	C A Diagnostics Interface	Readout software on Elevator side to get access to controller
<b>CADRE</b>	Computer Aided Design Resource for Elevator and Escalator	Sales configuration tool used by North American KG

<b>CALOSHA</b>	California Occupational Safety and Health Administration	
<b>CAPEX</b>	CAPital Expenditure	Spending on items worth >5000Rmb and usage >=2years
<b>CAR</b>	Capital Appropriation Request	CAR is a form to purchase fixed asset of the company
<b>CAR</b>	Corrective Action Request	
<b>CART</b>	Classification And Regression Trees	
<b>CAT</b>	Computer Aided Translation	Tools used of translations (like Trados)
<b>CATS</b>	Corrective Action Technical Solution	
<b>CB6</b>	Call Backs in first 6 months	
<b>CBK</b>	Call Back	Customer calls Schindler because of complaint (technical, entrapment)
<b>CBK-coverage</b>	Call Back coverage	Symptom description covers call back reasons
<b>CC</b>	Claim Classes	
<b>CCB</b>	Cost Center Budget	
<b>CCC</b>	Contract Control Cell	CCC is a sub dept of NSM wherein all contracts are regulated and monitored
<b>CCC</b>	Commission Coordination Centre	
<b>CCL</b>	Continuous Cost Leadership	
<b>CCR</b>	Configurator Competence Review	
<b>CCT</b>	Continuous Cost Tracking	used to see changes of the direct product costs on a monthly basis
<b>CDD</b>	Controller Definition Database	IoESC: database linking failure codes with related failure messages
<b>CDMAP</b>	Customer Driven Mission Achievement Process	
<b>CFMEU</b>	Construction Forestry Mining and Energy Union	A kind of Australian workers union
<b>CFO</b>	Chief Financial Officer	
<b>CGW</b>	Communication GateWay	Remote Telemonitoring system for units in the field
<b>ChOp</b>	Checked Operation	
<b>CIBSE</b>	Chartered Institution of Building Services Engineers	Schindler has two seats in the CIBSE BIM Steering Group UK
<b>CIC</b>	Construction Industry Council UK	BIM Protocol

<b>CIL</b>	Critical Item List	PCP 2.0 document to identify critical designs/process steps
<b>CIP</b>	Continuous Improvement Process	Term for product improvements for MOL
<b>CIR</b>	Continuous Improvement Request	
<b>CIT</b>	Continuous Improvement Tracking	
<b>CL</b>	Check-List	Abbreviation used in Vault to name a checklist used RnD
<b>CLC</b>	China Logistic Center	
<b>CLI</b>	Clinton	Escalator factory in North America
<b>CM</b>	Corrective Maintenance	
<b>CMG</b>	Custom Modular Group	It's a Elevator Product S-5500
<b>CMP</b>	Change Mgmt Process	
<b>CMS</b>	Content Management System	
<b>CNF</b>	Could Not Fault	
<b>CO</b>	Controlling	
<b>COB</b>	Customer Oriented Behaviour or close of business	
<b>Cob Schob</b>	Customer Oriented Behaviour/ Schindler Oriented Behaviour	This is a Customer service training program
<b>COBie</b>	Construction Operations Building Information Exchange	PDT, PDS
<b>COGQ</b>	Cost Of Good Quality	costs for inspection, additional headcount
<b>COMDOC</b>	COMmission DOCumentation	Lotus Notes / Intranet data (customer can download com data)
<b>COP</b>	Car operating Panel	
<b>COPQ</b>	Cost Of Poor Quality	costs of claims, replacements,...
<b>COQ</b>	Cost Of Quality	
<b>COR</b>	COst Review	
<b>CP</b>	Change Process	Every 4 months we update processes and products at Schindler
<b>CP</b>	Corporate Purchasing	Strategic Sourcing and supplier development process
<b>CPM</b>	Component Platform Management	Managing technology, variants and components
<b>CPM</b>	Change Process Management	
<b>CPO</b>	Claim Process Organization	
<b>CPS</b>	Corporate Product Safety	
<b>CPSI</b>	Confirmation Periodic Safety Inspection	CPSI is an inspection period in the maintainance phase
<b>CPTU</b>	Claims Per Thousand Units	NI team claims the material for replacement.

<b>CQ</b>	Corporate Quality	
<b>CQA</b>	China Quality Award	
<b>CR</b>	Contribution Run	
<b>CRM</b>	Customer Relationship Management	
<b>CSA</b>	Canadian Standards Authority	Link: <a href="https://en.wikipedia.org/wiki/Canadian_Standards_Association">https://en.wikipedia.org/wiki/Canadian_Standards_Association</a>
<b>CSE</b>	China Schindler Escalator	
<b>CSM</b>	Customer Satisfaction Management	
<b>CSP</b>	Commission Spare-Part	
<b>CSQ</b>	Customer Satisfaction Questionnaire	
<b>CSR</b>	Corporate Social Responsibility	
<b>CSS</b>	Customer Satisfaction Survey	
<b>CTD</b>	Corporate Technical Documentation	Group function for document management
<b>CTL</b>	Corporate Technical Learning	
<b>CWH</b>	Central WareHouse	
<b>CWT</b>	Counterweight	
<b>DA</b>	Design Agreement (=KA)	
<b>DA</b>	Distribution Agreement	Agreement between distributors with Schindler
<b>DA / KA</b>	Design Agreement	drawing freeze + distribution
<b>DBG</b>	Distance Between Guides	
<b>DE</b>	Design Edition	
<b>DEU</b>	Germany (DEUtschland)	
<b>DHA</b>	Deve Hydraulics Australia	
<b>DLFI</b>	Directive Letter (for) Field Information	Field information with safety relevance
<b>DMS</b>	Document Management System	
<b>DOA</b>	Defective On Arrival	Quality term for defective incoming goods
<b>DOC</b>	Direct Ordering Centre	
<b>DP</b>	Direct Productive	to direct cost of the company.
<b>DPC</b>	Direct Product Cost	Department which provides quotes for non-std. Solutions
<b>D-plan</b>	Dispo Plan	same as layout drawing
<b>DS</b>	Dissatisfied	
<b>DS</b>	Diagnostic Summary	IoEE term of remote monitoring platform for showing diagnostic status
<b>DtS</b>	Demand to Supply	

<b>E&amp;E</b>	Elevators & Escalators	used in org charts
<b>E2E</b>	End To End	
<b>EBA</b>	Enterprise Bargaining Agreement	
<b>EDI</b>	Electronic Data Interface	
<b>EHC</b>	Escalator Handrail Company	Supplier name of Handrails (competitor to Semperit)
<b>EHS</b>	Environmental Health and Safety	
<b>EI</b>	Existing Installation	Existing Installation is responsible for Maintainance & Repairs of elevators & escalators
<b>EiL</b>	Excellence In Leadership	
<b>EJ</b>	Engineering Judgment	
<b>ELDOC</b>	Electric DOCumentation	Lotus Notes / Intranet data
<b>EML</b>	Emerging Leadership	Human Resource initiative to prepare talents for management
<b>EMS</b>	Employee Motivation Survey	
<b>EnE</b>	Elevators and Escalators	
<b>ENPS</b>	Employee Net Promoted Score	simplified survey to the employees about their supervisor
<b>EOMS</b>	Esalator Order Management System	
<b>EOS</b>	Escalator Order System	material number of the product line
<b>EOT</b>	Extension of Time	
<b>EPC</b>	Escalator Parameter Catalogue	
<b>EPM</b>	Escalator Product Management	
<b>EPP</b>	Effective Personal Productivity	
<b>EQS</b>	Existing (installation) Quotation System	Tool to support EI team to make quootations in SHW
<b>EQZ</b>	Earth Quake ZONE	
<b>ERM</b>	Enterprise risk management	
<b>ERP</b>	Enterprise Resource Planning	examples for ERP system: SAP
<b>ES</b>	Equipment Status	IoEE term for status of equipment connected to internet
<b>ESC</b>	Escalator Division	used in org charts
<b>ESPC</b>	Escalator Spare-Part Catalogue	
<b>ESS</b>	Employee Self Service	System integrated in success factores section in SAP portal
<b>ESU</b>	Elevator Standard Unit	
<b>ETA</b>	Estimated Time of Arrival	

<b>ETD</b>	Estimated Time of Departure	
<b>ETN</b>	Escalator Training Network	
<b>ETO</b>	Engineering To Order	
<b>ETU</b>	Electrical Trade Union	A kind of Australian workers union
<b>F1</b>	Forecast One (Also, FII and FIII)	
<b>FAQ</b>	Frequently Asked Questions	
<b>FAT</b>	Factory Acceptance Test	Customer Witness test in factory - normally for public transport proj.
<b>FAV</b>	First Article Verification	Approval check for a new kind of item
<b>FB</b>	FeedBack	
<b>FFL</b>	Finished Floor Level	Floor level in a building including surface finishing
<b>FI</b>	Field Information	
<b>FIP</b>	Fault Indicator Panel	
<b>FL</b>	Falsch-Lieferung	wrong component delivered
<b>FM</b>	Free Maintainance	Free Maintainance is is the EI contract term
<b>FM</b>	Fehlendes Material	component is missing
<b>FMEA</b>	Failure Modes and Effects Analysis	
<b>FMECA</b>	Failure Mode Effects and Criticality Analysis	
<b>FO</b>	Field Organization	Sales organization, English term for KG
<b>FOC</b>	Form Of Compliance	
<b>FOSS</b>	Free Open Source Software	Legal obligation to the customer to provide open software packages
<b>FPMH</b>	Failure Per Million Hours	
<b>FPY</b>	First Pass Yeild	itself.
<b>FPY</b>	First Past Yield	
<b>FPY</b>	First Parts Yield	
<b>FQE</b>	Field Quality & Excellence	FQE is referred as Technical department which includes Quality assurance, Field Training Training, Field Technical Support.
<b>FQE</b>	Field Quality Excellence	Group quality department (reporting to MKL)
<b>FRB</b>	Failure Review Board	Defined people board for feedbacking of 0-series findings
<b>FS</b>	Factory Sheet	document used in the DA-Implementation process by TABA
<b>FTC</b>	Fixed Term Contract	FTC are the trainees ( Apprentices) of the company in the NI Fitters role
<b>FtM</b>	Finance to Manage	
<b>G&amp;A</b>	General-management & Administration	
<b>G&amp;PL</b>	General and Product Liability	Kind of insurance to cover risks
<b>G&amp;S</b>	General-management & Strategy	

<b>GB</b>	Global Business	used in org charts
<b>GBOM</b>	Golden Bill Of Material	Term of software development of a compiled set of software
<b>GC</b>	General Contractor	
<b>GCM</b>	Global Claims Management	Global Claim Database
<b>GEC</b>	Global Escalator Configurator	
<b>GESR</b>	Global Essential Safety Requirements	
<b>GHP</b>	Global High Performance	a GHP company belongs to a group of the top 20 worldwide
<b>GMR</b>	General Management Result	
<b>GPT</b>	Group Planning Tool	
<b>GR</b>	Goods Receivable	
<b>GSP</b>	Global Safety Parameters	guidance and criteria for conforming w.safety requirements of GESRs
<b>GTM</b>	Go To Market	
<b>GTP</b>	Group Transfer Price	
<b>GW</b>	GateWay	IoEE term of a modem/gateway of equipment of internet
<b>HCP</b>	Harmonized China Platform	
<b>HMI</b>	Human Machine Interface	
<b>HO</b>	Head Office	e.g. For SHW it is the MAP office
<b>HR</b>	Human Resources	
<b>I2KB</b>	Ideas and inventions - Knowledge Base	I2KB includes hierarchically structured access levels
<b>iCCs</b>	Integrated Call Center Solutions	
<b>ICFR</b>	Internal Control of Financial Reporting	
<b>IDP</b>	Individual Development Plan	
<b>IE</b>	Industrial Engineering	
<b>IFC</b>	Industry Foundation Classes	3D Model
<b>IFRS</b>	International Financial Reporting Standard	Financial reporting rules for stock registered companies
<b>IG</b>	Inspectors Guide	part of SAIS for inspection guidance
<b>IIR</b>	Immediate Incident Report	
<b>IME</b>	India and Middle East	
<b>IMP</b>	Industrialization Master-Plan	
<b>iNPS</b>	Internal Net Promoted Score	
<b>IoEE</b>	Internet of Elevator & Escalators	Internet of Things for Elevators and Escalators



<b>IoESC</b>	Internet of Escalators	
<b>IoT</b>	Internet Of Things	
<b>IP</b>	Indirect Productive	Indirect Productive
<b>IP</b>	Intellectual Property	
<b>IPC</b>	Interactive Product Configurator	Web Browser GUI to configure - data is from PE1 system by RTV
<b>IPS</b>	Internal Project Specification	
<b>IPT</b>	Installation Planning Tool	IPT is a SAP Module for all NI Supervisors for the planning of Installation process
<b>IPT</b>	Internal Planning Tool	
<b>IR</b>	Industrial Relations	
<b>IST</b>	Turkey (ISTanbul)	
<b>ISV</b>	Initial Site Visit	
<b>IT</b>	Information Technology	
<b>ITP</b>	Inspection Test Plan	
<b>JBSL</b>	Japan Building Standard Law	Japanese ESC code
<b>JDIZ</b>	JiaDing Industrial Zone	
<b>JSA</b>	Job Safety Analysis	
<b>JSG</b>	Jiading Schindler Group	
<b>KA</b>	Konstruktionsabschluss	
<b>KAL</b>	Kommission-Auslieferungs-Lager	Schindler commission and distribution warehouse
<b>KFC</b>	Konstruktion Fahrtreppe (Gruppe) C	Historical name of TABA (formerly RnD group C)
<b>KFC Docu</b>	Technical documentation tool	
<b>KG</b>	Konzern-Gesellschaft	Schindler Sales organisation (field organization /country entities)
<b>KL</b>	Konzern-Leitung	Schindler Group executive board
<b>KL</b>	Kommissions-Lager	
<b>KML</b>	Kurz - Mittel - Lang	flat steps on top and at the bottom after curvature
<b>KONFE</b>	Konfiguration Elektrisch	electrical configuration file of SEPE (konfm.txt)
<b>KONFM</b>	Konfiguration Mechanisch	mechanical configuration file of SEPE (konfm.txt)
<b>KPH</b>	Key Position holder	Key Position which are considered to be the most senior positions in the Schindler organization based upon the Strombach Job Grading System
<b>KPI</b>	Key Performance Indicator	
<b>KPM</b>	Key Project Manager	
<b>KW</b>	Component Factory (Komponentenwerk) in german	It is term for Factory
<b>LAA</b>	Local Area Agreement	
<b>LAC</b>	Latin American Countries	
<b>LaO</b>	Leading an Organisation	1 week executive training course in Ebikon once a year

<b>LBLC</b>	Lift Builder / Lift Calculator	Calculation program for ESC logic
<b>LCA</b>	Life Cycle Assessment	
<b>LCC</b>	Life Cycle Cost	
<b>LCM</b>	Life Cycle Management	System to manage the replacement of spare-/wear-parts
<b>LDR</b>	Leadership Development Review	Leadership Development Review – All leaders have an annual LDR Review to identify behavioral gaps and development actions.
<b>LDWC</b>	Lost Day Work Case	
<b>LEAP</b>	Leading in Execution and Accelerating Performance	LEAP is group launched initiative to increase profitability by ensuring healthy MR, supported through optimized const efficiency
<b>LER</b>	Lift Emergency Repair	
<b>LINKS</b>	Lead Installation with Know-how of Schindler	This is a NI Onboarding training to understand internal processes for Installation
<b>LJP</b>	Loss Job Provision	
<b>LMR</b>	Lift Motor Room	
<b>LMS</b>	Leave Management System	ALT worklife
<b>LMS</b>	Learning Management System	
<b>LoA</b>	Level of Authority	Approval matrix based on Authority mapped to decision power in \$
<b>LOA</b>	Letter Of Authorization	This document defines who can authorize which level of investments
<b>LOD</b>	Level Of Detail	BIM term
<b>LOF</b>	List Of Findings	Result of a review is a LOF and the base for acceptance of a MS
<b>LOI</b>	Letter of intent	
<b>LOI</b>	Level Of Information	BIM term for grade of details of the BIM dimensions
<b>LOL</b>	London Overground Lines	
<b>LON</b>	Londrina	Escalator factory in Brasil
<b>LOP</b>	Landing Operating Panel	
<b>LOTO</b>	Lock Out & Tag Out	
<b>LPCA</b>	Logistics Pipeline Corrective Action	
<b>LPT</b>	Large Project Team	Sales team for public transportation projects
<b>LRQA</b>	Lloyd's Register Quality Assurance	Certified body for the quality certification such as ISO,...
<b>LRSAL</b>	Lifts running so am I	
<b>LS</b>	Lost on Site	
<b>LT</b>	Lost on Transport	
<b>LTFR</b>	Lost time frequency rate	
<b>LTM</b>	Leadership TeaM	
<b>LUL</b>	London Underground Lines	
<b>LV</b>	Lobby Vision	Pre-2017 remote monitoring system

<b>LW</b>	Lieferwerk	Synonym for KW
<b>LWDC</b>	Lost Working Day Case	
<b>MAP</b>	Management Asia Pacific	
<b>MC</b>	Master of Ceremony	
<b>MD</b>	Managing Director	
<b>MDC</b>	Modular Design Center	KG based commissioning department
<b>MF</b>	Maintenance Free	
<b>MI</b>	Minor Injury	Incident in production involving a minor injury
<b>MIC-F6</b>	Miconic F6	Escalator Controller of the Generation 6
<b>MIL</b>	Italy (MILano)	
<b>MIND</b>	Main, Important, Normal and Defected customer classification	
<b>MKL</b>	Mitglied der Konzern-Leitung	Member of Group Executive
<b>MKT</b>	Market	
<b>MM</b>	Material Management	
<b>MMR</b>	Mini Machine Room	5500 machine room version
<b>MO</b>	Move Out	Fire an employee
<b>MOD</b>	Modernisation	Modernisation is a department for all the transformation & modernisation work
<b>MOL</b>	Maintenance of Line	
<b>MOS</b>	Material On Site	
<b>MR</b>	Management Result	Management Result
<b>MRL</b>	Machine Room-less Lift	
<b>MRP</b>	Management Resource Planning	Management Resource Planning – Schindler's process and toolset for annual progress review of leadership performance and capabilities as well as STR pipeline
<b>MRR</b>	Market Requirements Review	
<b>MS</b>	Material Störung / material defect	
<b>MS</b>	Mile-Stone	Key achievement in a project
<b>MS</b>	Market Share	
<b>MSDS</b>	Material Safety Data Sheet (Document for safe use and handling of hazardous substances)	
<b>MSK</b>	Modular Sensor Kit	IoEE intermediate box to collect sensor signals before cube
<b>MT</b>	Master Trainer	
<b>MTBC</b>	Mean Time Between Call Back	MTBC is a mechanism to track the Turn around Time for the complaint registered. Formula: No.of Units/ No. of Calls *30
<b>MTBF</b>	Mean Time Between Failure	

<b>MTTR</b>	Mean Time To Repair	MTTR includes the diagnostic time, active repair/replace time and the adjustment/testing time on site, but excludes the response time
<b>NAH</b>	Net Allowed Hours	hours allowed for a task in e.g. Maintenance / installation
<b>NCM</b>	None Communicating Module	IoEE term for CUBE which lost communication to RMP
<b>NCR</b>	Non Conformance Report	
<b>NCR-C</b>	Non Conformance Report - Claim	KG sends claim in GCM
<b>NCR-I</b>	Non Conformance Report - Incoming	Component quality issue detected in factory incoming inspection
<b>NEO</b>	New Employee Orientation	
<b>NGFE</b>	No Go Field Evaluation	focusing on safety conditions considering critical environmental factors
<b>NHI</b>	New Hire Integration	Human Resource initiative to integrate new hires into the org.
<b>NI</b>	New Installation	New Installation team is responsible erection of elevators & escalators
<b>NIB</b>	New Installation Business	PLM - NI on elevator side
<b>NM</b>	Near Miss	working safety related term
<b>NOD</b>	Notice Of Delay	
<b>NPI</b>	New Product Introduction	Products developed out of the roadmap
<b>NPM</b>	Non Production Material	
<b>NSW</b>	New South Wales	Province in Australia
<b>NT</b>	Northern Territory	Province in Australia
<b>OC</b>	Operating Companies	
<b>OCC</b>	Order Consolidation Center	
<b>OD&amp;TD</b>	Organization Development & Talent Development	Human resource function
<b>OEM</b>	Original Equipment Manufacturer	
<b>OH&amp;S</b>	Occupational Health and Safety	
<b>OIT</b>	Order Intake	
<b>OJT</b>	On Job Training	
<b>OMC</b>	Order Management Consolidation	Elevator specific commissioning of outgoing material
<b>ON</b>	Operating Norm	
<b>OPC</b>	Operations Center	IoEE support centers
<b>OR</b>	Operating Revenue	OR is the revenue generated i.e Total Billing-Work in progress
<b>OSC</b>	One Single Client	European FO SAP system
<b>OtC</b>	Order to Cash	

<b>OTC</b>	Order Track Committee	Group of operation's related department judging on LT reductions
<b>OTD</b>	On Time Delivery	
<b>OTO</b>	Observe The Observer	Inspection method to identify hazards
<b>PA</b>	Production Associate	
<b>PAN</b>	Project Alignment Network	
<b>PAR</b>	France (PARis)	
<b>PAS</b>	Process Automation System	
<b>PAT</b>	Project Action Teams	
<b>PBP</b>	Pay Back Period	
<b>PC</b>	Practical Completion	
<b>PC</b>	Product Contribution	
<b>PC</b>	Product Creation	
<b>PC (Sum)</b>	Provisional Cost	
<b>PCB</b>	Product Creation Process	similar to APQP (advanced product quality planning)
<b>PCG</b>	Project Control Group	
<b>PCM</b>	Product Change Management	
<b>PCP</b>	Product Cycle Process	
<b>PD</b>	<b>PDM</b> Implementation	PDM Implementation object
<b>PDC</b>	Product Data Center	
<b>PDCA</b>	Plan Do Check Act	
<b>PDM</b>	Schindler Group Product Data Management system	
<b>PDM</b>	Product Data Management	
<b>PDO</b>	Power Door Operator	
<b>PDP</b>	Personal Develop Plan	
<b>PDS</b>	Product Data Sheet	Filled out input file for the BIM
<b>PDT</b>	Product Data Template	BIM Level 2 - 3: standardized information
<b>PDT</b>	Planning Design Tool	Schindler Draw follow-up system
<b>PECOPIT</b>	Product ECO Performance Improvement Table	Tool to calculate the theoretical CO2 footprint of a product
<b>PFD</b>	Probability of Failure on Demand	
<b>PFH</b>	Probability of Failure per Hour	Linked to SIL level to calculate system safety based on hours
<b>PGM</b>	Program Manager	
<b>PI</b>	<b>PLM</b> Implementation	document of the Design Agreement - implementation process
<b>PIL</b>	Person trapped In Lift	
<b>PIP</b>	Product Introduction Process	
<b>PIP</b>	Performance Improvement Plan	A plan for a C-rated employee to improve his/her performance

<b>PLM</b>	Product Line Management	
<b>PLM Master Data</b>	Product Line Management Master Data	
<b>PLR</b>	Product Line Result	
<b>PM</b>	Paid Maintainance	Paid Maintainance is the EI contract term
<b>PM</b>	Production Material	
<b>PM</b>	Preventive Maintenance	
<b>PM</b>	Project Manager	
<b>PMS</b>	Performance Management System	
<b>PNC</b>	Product Navigation Catalogue	
<b>PNC</b>	Product Non-Conformities	PNC's are findings where the product is not fulfilling signed specs.
<b>PO</b>	Purchase Order	
<b>PONC</b>	Price Of Non-Conformance	
<b>POP</b>	Plan On a Page	
<b>PP</b>	Production Planning	
<b>PPE</b>	Personal Protective Equipment	All the safety equipment possessed by an individual like safety helmet, shoes etc
<b>PPG</b>	Pre-Post Gap	Calculation of used versus planned hours on site
<b>PPP</b>	Private Public Partnership	
<b>PQC</b>	Product Quality Center	
<b>PQC</b>	Perceived Quality Check	
<b>PQP</b>	Project Quality Plan	
<b>PR</b>	Purchase Requisiton	(=BANF= Bestellanforderung)
<b>PR</b>	Prognosys	Financal term for outlook
<b>PRC</b>	Product Review Commity	
<b>PRD</b>	PRoDuctive	Productive System in SEPE
<b>PROCITS</b>	PROblem resolution - Continouos Improvement Tracking System	
<b>PROCO</b>	Direct Product Cost	All the Direct Cost of the company. Please refer the definition of direct Cost
<b>PRR</b>	Product Readiness Review	comparable to PPAP audit with R@R
<b>PRR</b>	Production Readiness Review	Final confirmation of supplier production readiness
<b>PS</b>	PLM sheet	
<b>PSD</b>	Process & Systems Development	
<b>PSF</b>	Predictive Success Factor	

<b>PSP</b>	Problem Solving Process	
<b>PTC</b>	Price Transfer Catalogue	The system creates pricing logic out of excel based logic tables
<b>PtP</b>	Purchase to Pay	
<b>PVP</b>	Product Validation Process	PCP 2.0 document to define the validation steps for global introduction
<b>PY</b>	Previous Year	Term used in Managment meetings to reference to previous year
<b>QA</b>	Quality Assurance	
<b>QLD</b>	Queensland	Province in Austrialia
<b>QM</b>	Quality Managment	
<b>QRG</b>	Quick Reference Guides	
<b>QSC</b>	Quality Steering Committee	
<b>R&amp;D</b>	Research and Development	
<b>R&amp;H</b>	Risk and Hazard	
<b>R&amp;O</b>	Risks and Opportunities	
<b>R&amp;S</b>	Restructure & Strategy	Strategic projects like building the step factory in Jiading
<b>R12</b>	Rolling 12 month period	
<b>RAM</b>	Reliability - Availability - Maintainability	
<b>RCD</b>	Residual Current Device	Failure current protection device
<b>RCM</b>	ReCruitment Management	electronic recruitment platfrom
<b>RDO</b>	Rostered Day Off	
<b>RDZS</b>	Reliability Demonstration Zero-Series	Based on Callback feedback: e.g. MTBC >300days
<b>REP</b>	Reparatur	Maintenance
<b>RK</b>	Repair Kits	
<b>RKC</b>	Repair Kits Catalogue	
<b>RM</b>	Request for additional Material	
<b>RMP</b>	Remote Monitoring Platform	IoEE data management for operational and analytical data
<b>RMS</b>	Remote Monitoring System	
<b>ROA</b>	Running on Arrival	
<b>RP</b>	Rough Plan	
<b>RQ</b>	Ride Quality	
<b>RRF</b>	Risk Reduction Factor	Linked to SIL level to calculate system safety against failure
<b>RS</b>	Remote Service	IoEE term to make equipment status visible to customer
<b>RT</b>	RetrofiT	Reaction to a claim based on repetitive=systematic problem
<b>RTB</b>	Reason To Believe	Argument in a marketing concept

<b>RTS</b>	Ready To Serve	
<b>RTV</b>	Run Time Version	logic compilation in order to get the same GUI from SAP
<b>RWDC</b>	Restricted Working Day Cases	
<b>SAC</b>	Structure Adaptation Cost	Abfindungen für Personalabbau
<b>SAC</b>	Structure Allocation cost	
<b>SAFE</b>	Schindler Australia Field Engineering	
<b>SAIS</b>	Schindler Acceptance Inspection Standard	SAIS is the final Inspection done post the installation
<b>SAIS</b>	Schindler Acceptance and Inspection Standard	Checklist to be filled on site before bringing into service (Endabnahmeprotokol)
<b>SAO</b>	Brazil (SAO Paulo)	
<b>SAP</b>	Systems Applications Products	
<b>SBB</b>	Schweizer Bundes-Bahnen	Swiss Railway
<b>SC</b>	Supply Chain	
<b>SCANS</b>	Schindler Customer and Automated New installation System	
<b>SCAR</b>	Specification Change Request	Specification Change Request
<b>SCDP</b>	Schindler Career Development Program	Schindler Career Development Program – Identified employees, early career with advanced degrees, participating in 3-phase-rotation accelerated development program
<b>SCF</b>	Schindler China Field Operations	
<b>SCK</b>	Schindler Controller Konzernwerk	Controller Factory in Suzhou
<b>SCK</b>	Schindler China KW	
<b>SCM</b>	Supply Chain Management	
<b>SCN</b>	Schindler China	
<b>SD</b>	Sales Document	
<b>SD</b>	Sales Delivery	
<b>SDB</b>	Schindler Digital Business	
<b>SDcard</b>	Solid Drive Card	Flash memory card
<b>SDE</b>	Supplier Development Engineer	
<b>SDG</b>	Schindler Digital Group	New name for Schindler AHEAD
<b>SDI</b>	Supplier Development and Industrialization	
<b>SDR</b>	Schindler Development Review	Standard Development Review - All individual contributors have an annual SDR to identify behavioral gaps and development actions.



<b>SDraw</b>	Schindler Draw	Drawing Tool for Internet requests
<b>SEAD</b>	Schindler Escalator Arrangement Designer	
<b>SEAD</b>	Schindler Escalator Arrangement Drawing	
<b>SEAD</b>	Schindler Escalator Arrangement Designer	
<b>SEC</b>	Schindler Elevator Cooperation	Schindler USA
<b>SED</b>	Schindler Eskalatory Dunajska Streda	Escalator factory in Slovakia
<b>SED</b>	Sales Export Department	
<b>SED</b>	Sales Engineering Department	Jardin Schindler sales back office
<b>SEES</b>	Schindler Employee Engagement Survey	SEES is a survey done to measure employee engagement
<b>SEL</b>	Schindler ELelectric Factory	
<b>SEM</b>	Schindler Executive Meeting	
<b>SENT</b>	Schindler Escalator Numbering Tool	
<b>SEOP</b>	Schindler Electrical Order Processing	Electrical parameter processing
<b>SEOS</b>	Schindler Escalator Order System (Processing)	Sales configurator Escalators & Moving walks
<b>SEPE</b>	Schindler Escalator Parameter Engine	Mechanical parameter processing
<b>SES</b>	Suzhou Escalator step (factory)	
<b>SETT</b>	Schindler Escalator Timing Tool	Capacity Mgmt Tool
<b>SF</b>	Success Factors	Success Factors is the Schindler Online Platform for Performance management & Development review.
<b>SFA</b>	Sales Force Automation	European Sales tool (CRM) also serving to configure Escalators
<b>SFTP</b>	Secure File Transfer Protocol	
<b>SHAPE</b>	Schindler Harmonised Application for Process Excellence	SHAPE is SAP based CRM software for the NI & EL Sales
<b>SHW</b>	Shanghai Works	Escalator factory in Shangai Works
<b>SIA</b>	Single Investment Agreement	
<b>Sick Unit</b>	3 callbacks on a unit in a month is called as Sick unit	3 callbacks on a unit in a month is called as Sick unit
<b>SIF</b>	Serious Injury & Fatality (prevention)	EHS term

<b>SIL</b>	Safety Integrity Level	SIL levels 1–4 representing reduced risk through design
<b>SIS</b>	Shaft Information System	
<b>SIS</b>	Schindler Infrastructure Service	SDB part for supporting operations (SHAPE, SAP,...)
<b>SIV</b>	Severity Inquiry Fatality	
<b>SJF</b>	Strategic Job Families	Strategic Job Families – Our global SJF are Branch Manager, Supervisor and Service Leader.
<b>SKO</b>	Schindler Korea	
<b>SL</b>	Service Leader	
<b>SLA</b>	Schindler Lifts Australia	
<b>SLAMS</b>	Schindler Lifts Automated Maintenance Sales database	
<b>SLANG</b>	Schindler Lift Acronym and Nomenclature Guide	
<b>SLF</b>	Schindler Loyalty Factor	SLF is t new tool to assess Customer Satisfaction Index. It is calculated as $SLF = \% \text{ promoters} - \% \text{ detractors}$
<b>SMART</b>	Specific, Measurable, Achievable, Relevant and Time-bound	Objectives must be SMART
<b>SME</b>	Service Management Extension	work ticket database
<b>SMI</b>	SAIS Master Instructor	
<b>SMR</b>	Supplier Matrix Review	
<b>SMU</b>	Service Management Unification	
<b>SO</b>	Sales Order	SO number is created by KW sales
<b>SODEC</b>	Schindler Offshore Development Center	
<b>SOP</b>	Standard Operation Procedure	Working instruction on shopfloor
<b>SOSP</b>	Schindler Owned Spare Parts	
<b>SPM</b>	System Platform Management	Defining system architecture
<b>SPQR</b>	Schindler Product Quality Review	
<b>SPS</b>	Synchronous Production System	Escalator production methodology
<b>SPSP</b>	Schindler Problem Solving Process	roughly following the 8D process
<b>SQCP</b>	Schindler Quality Champion Program	
<b>SS&amp;C</b>	Sub-System and Components	
<b>SSV</b>	Subsequent Site Visit	
<b>STASS</b>	Steuerungs-AusschuSS	Review and control board to a project

<b>STEER</b>	Schindler Training for Expecting Excellent Results in Sales	This is a Schindler Sales Onboarding training to understand the schindler way of selling
<b>STM</b>	Suspension Traction Media	
<b>STR</b>	Schindler Talent Radar	STR is Schindler's process for identification and targeted development of successors for key leadership roles
<b>STRUÇO</b>	Structure Cost	All the Indirect Cost of the company. Please refer the definition of Indirect Cost
<b>SVID</b>	SerVitel IDentification	Number for each communicating device in Schindler (e.g. CUBE)
<b>SW</b>	SoftWare	
<b>SWH</b>	Schindler Wertheim	
<b>SWMS</b>	Safe Work Method Statement	
<b>SWP</b>	Stopped With Passenger	
<b>TA</b>	Tele-Alarm	Call back system for customer (entrapped in cabine)
<b>TABA</b>	Technische Auftragsbearbeitung	department for technical order processing
<b>TAS</b>	Tasmania	Province in Australia
<b>TC</b>	Total Cases	
<b>TCA</b>	Technical Compliance Audits	Audit system where re-checking of SAIS is conducted
<b>TCT</b>	Time Collecting Tool	TCT is NI SAP Module to track the NI Fitters Man hours per unit
<b>TDB</b>	Technical DataBase	Global equipment technical specification DB, KG maintained
<b>TFS</b>	Technical Field Support	Support FO with Zero-series
<b>TIRS</b>	Theory of Innovative Problem Solving	
<b>TK</b>	Technischer Katalog	Technical documentation, can be installation/maintenance instr.
<b>TLV</b>	Telaviv	KG in Israel
<b>TM</b>	Tele-Monitoring	remote monitoring
<b>TM</b>	Term Memory	A database of an translation agency for specific vocabulary
<b>TM4</b>	Tele-Monitoring Level 4	
<b>TP</b>	Transfer Price	
<b>TR</b>	Top Range	Elevators for high rise buildings (7000series)
<b>TRB</b>	Talent Review Board	
<b>TRC</b>	Top Range Centre	
<b>TRD</b>	Top Range Division	High rise elevators
<b>TRT</b>	Top Range Team	
<b>TTMS</b>	Technical Training Management Software	TTMS is a software owned by STC to manage Technical Training
<b>TTR</b>	Top Talent Retention	Give insentive to top talent to stick with Schindler
<b>UA</b>	Unsafe Act	working safety related term
<b>UAT</b>	User acceptance testing	

<b>UC</b>	Unsafe Condition	working safety related term
<b>UDC</b>	Use Document Center	
<b>UE</b>	Unsafe Event	working safety related term
<b>UI</b>	User Interface	
<b>UKC</b>	United Kingdom (KG)	
<b>UOE</b>	Unity Of Effort	a group's idea on alligning for a certain task
<b>UOM</b>	Unit Of Measure	e.g. cm or inch
<b>UPS</b>	Uninterruptable Power Supply	Additional and alternative power supply, mostly based on battery
<b>USP</b>	Unique Selling Proposition	
<b>VAT</b>	Value Adding Time	
<b>VAVE</b>	Value Analysis Value Engineering	
<b>VC</b>	Variant Configuration	
<b>VC</b>	Virtual Configurator	
<b>VFA</b>	Vital Few Actions	
<b>VFO</b>	Vital Few Objectives	
<b>VIC</b>	Victoria	Province in Austria
<b>VKL</b>	Vorsitzender der Konzern-Leitung	
<b>VO</b>	Validation (of) Order	Final confirmation with customer before production
<b>VOC</b>	Voice of Customer	
<b>VPE</b>	VerPackungsEinheiten	German expression of "packaging units"
<b>VS</b>	Very Satisfied	
<b>VSM</b>	Value Stream Mapping	
<b>VVR</b>	Verification & Validation Review	
<b>WA</b>	Western Australia	Province in Austria
<b>WACC</b>	Weighted Average Capital Costs	non risk financial costs
<b>WBS</b>	Work Breakdown Structure	NI Project Number
<b>WCA</b>	Work Cover Authority	
<b>WHM</b>	WareHouse Management	
<b>WIF</b>	Wlen Fahrtreppen	Escalator Competence Center Vienna
<b>WM</b>	Warehouse Management	
<b>WÜ</b>	Waren-Übernahme	goods receiving in warehouse
<b>XCR</b>	X-funcional Concept Review	
<b>YOY</b>	Year On Year	Comparison of data between current and previous year
<b>YTD</b>	Year To Date	Summary of data from beginning of the year to current date
<b>ZWDC</b>	Zero Working Day Cases	working safety related term