

# A Reference Process Model for Machine Learning Aided Production Quality Management

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**Keywords:** Reference Model, Machine Learning, Assembly Line, Manufacturing, Requirements.

**Abstract:** The importance of machine learning (ML) methods has been increasing in recent years. This is also the reason why ML processes in production are becoming more and more widespread. Our objective is to develop a ML aided approach supporting production quality. To get an overview, we describe the manufacturing domain and use a visualization to explain the typical structure of a production line. Within this section we illustrate and explain the as-is process to eliminate an error in the production line. Afterwards, we describe a careful analysis of requirements and challenges for a ML system in this context. A basic idea of the system is the definition of product testing meta data and the exploitation of this knowledge inside the ML system. Also, we define a to-be process with ML system assistance for checking production errors. For this purpose, we describe the associated actors and tasks as well.

## 1 INTRODUCTION

Machine learning (ML) systems have already successfully been used to predict outcomes in production (Hirsch et al., 2019; Wang et al., 2018; Wu et al., 2017). In 2035, ML is going to have the biggest impact for manufacturing (Mehta and Hamke, 2019). Currently, only 12 percent of companies operating in the sector of manufacturing use ML for their production (Stübinger, 2019). Numerous use cases for various aims are possible. One promising area is the evaluation of test data from quality management in production. It is a widespread best practice for companies to test the results of production steps, record these data and evaluate them. When products are getting complex, many features of parts are tested quite early in the production process. Additional, information about the production status is tracked, which represent if a test could be successfully passed. However, due to the inherent complexity of the manufacturing process, it is a challenge to determine the relation between intermediate measurements and the resulting product quality. It is the task of quality management and engineering to find suitable thresholds for evaluating

test data and to balance between too restrictive and too permissive test models. ML has a high potential to support these activities in order to detect errors as early as possible. PREFERML (Proactive Error Avoidance in Production through Machine Learning) (Ziekow et al., 2019) is a project that investigates challenges and holistic system solutions in this context. Such an integrated ML and quality system changes the roles of quality engineers and data scientists. The objective is to minimize the need of a data scientist or a machine learning expert who provides individual script solutions for products. A quality engineer should be able to overtake most of the tasks of a data scientist and work effortless with the ML system. The ML system should be reusable for all products and simple to handle for non-experts. In this paper, we present a reference model for a corresponding solution. The developed reference model is based on an industrial case study, which we use to validate our general requirements. Moreover, we focus on these requirements and their successful use towards an effective implementation of an ML system. These requirements were captured during multiple requirements workshops with domain experts from the manufacturer SICK AG (SICK AG,

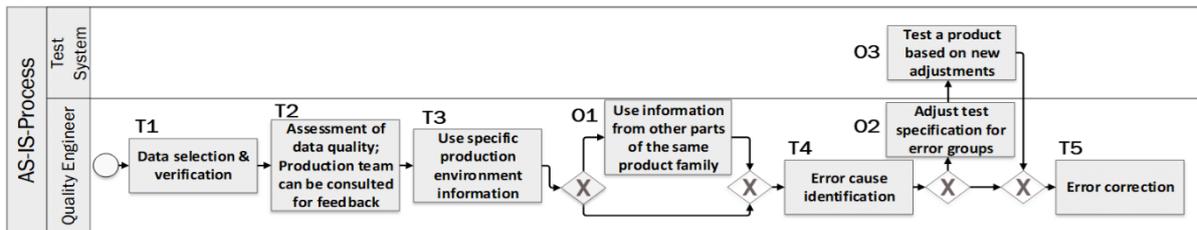


Figure 1: As-is process.

2019). The experts represented the roles of product owner and developer of the existing quality management system, data scientist and quality engineer. On the other side, the current knowledge about machine learning influences the requirements as well. In addition to the above-mentioned points, we illustrate the as-is process of a quality engineer who resolves detected errors in the production line. Building on the as-is process we introduce a to-be process, which illustrates the adjusted procedure in combination with several actors and ML support.

The paper is organized as follows: Section 2 describes the production environment. In section 3 we provide an overview of similar projects or applications in production. Section 4 summarize our recorded general requirements. Section 5 is dedicated for the extended tasks of the actors. In section 6 we describe our developed to-be process. In section 7 we validate our general requirements and name the benefits of the to-be process. Section 8 is a summary of our work and concludes this paper.

## 2 DOMAIN DESCRIPTION

In this section, we describe the manufacturing domain and shed light on challenges, especially for the production line.

In Figure 1 we explain the standard procedure, how a quality engineer investigates a defect or cause of error. As can be seen in Figure 1, the error investigation can be done on a high level or can be further split in little steps to specify the detailed diagnosis. In this procedure, the quality engineer is the main actor and is supported by the test system. First, the quality engineer must get the data of the specific product from a data source and verify that the data is in fact about the correct product (T1). In the next step, the data must be rated for the quality and characteristics. To gain more knowledge about the product, the production team can be consulted for individual questions (T2). One point that should not be ignored is the production environment. The test results can be influenced for example by the

temperature of the production facility. Another point could be the time of the day, which correlates indirectly to interesting features (e.g. the sunshine angle in the production environment) (T3). As an optional step, a quality engineer can use related product information. If the product belongs to a product family, there is a chance to find related problems or even better, the error solutions (O1). Therefore, the insight of the potential error solution should be also considered in T4. Next, the quality engineer has to identify the error cause. Mathematical tools with classical statistical functions are used in this step to find general relationships or correlations (T4). Optionally, the test specifications for the specific error group can be adjusted to improve the search for the cause of error (O2). The test system tests a product with the adjusted settings to verify their correctness (O3). In the last step, part design or production processes are improved. In this regard the quality engineer cooperates with industrial engineers and design engineers (these classical business processes beyond ML and QM are not included in Figure 1) (T5).

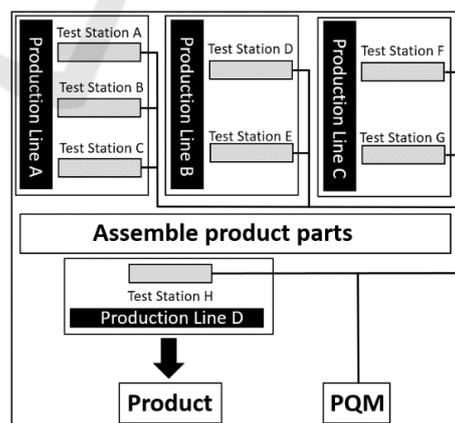


Figure 2: Production Line.

Figure 2 illustrates a typical production line in manufacturing. There are multiple test stations over multiple production lines to control the measurements of the product. These are connected to a Product

Quality Management (PQM) to ensure the quality of the products. The PQM is the central point to store the measurements of all products in the production. The product is built up step by step in the production line. Dependent on the product design, the production can comprise assembly of multiple parts and or modification of parts. Every test station checks, if the measurements of the product are good enough to continue. In some cases, it is possible that a product can pass a sub-test but fail in the final test. Normally, the defective product part will be taken out from the production line and get repaired in a separate station. In the worst case, the built product is identified as a failure and must be discarded. In any case, to reduce corrupted parts in the product, we must set focus on recognising errors more precisely. Understanding the manufacturing environment is crucial to any ML approach. There are various manufacturing process variables to consider, like the number of the production lines, or the nature and number of steps in one line. A product can have various types and versions as well as different number of components and building steps (Hu et al., 2008). We should take into consideration that not all production steps are automated and the human influence of workers in production facilities. The manual production steps can notably impact the final product. In our scenario, we have multiple production lines in which multiple product types of a product family are built in various versions. If the system recognizes a measuring error, the product gets checked separately and repaired, if needed. The repaired product is inserted into a previous production step and for the sake of correctness, the repaired product is tested again.

For our case study we are working together with the company SICK AG, which is a manufacturer of intelligent sensors and sensor solutions for factories, logistics and process automation. State of the art assembly lines are used by SICK AG to produce various products

### 3 RELATED WORK

In this section we discuss other ML approaches and how our developed requirements complement and/or differentiate them.

One of the earliest papers (Monostori et al., 1996) provides us with a broad overview of ML techniques. Learning approaches get rated based on manufacturing requirements and a list of application domains get provided. Furthermore, applications in manufacturing are grouped by these application domains and the ML approaches for these are

described. We give a general description of the necessary requirements for an ML assisted approach on a real industrial use case.

(Wang et al., 2018) describe methods and applications for smart manufacturing. They mention deep learning methods and shows, where deep learning can be used. It sheds a light on the area of diagnostic analytics for fault assessment or predictive analytics for defect prognosis; In both areas ML methods and use cases are mentioned. At the end, it starts a discussion and gives an outlook of model selection, generic model, model visualization and data. In this paper, no requirements are described to implement an ML system for production; here we can fill this gap with our paper.

(Wu et al., 2017) show the results of an ML algorithm comparison in a smart manufacturing environment and gives a detailed experimental setup. In this paper, we find a lack of information about the necessary requirements to implement a ML system and it describes only an experiment.

Advantages, challenges and applications of ML for the use in manufacturing can be found in (Wuest et al., 2018). It also gives an overview of the key challenges in the field of manufacturing. Here we get a detailed list of manufacturing requirements, based on the use of ML methods. To be more precise, the abilities of a ML algorithm are described and not the requirements to implement a ML system. In our paper, we mention the general requirements to implement a ML aided approach. Furthermore, we include the to-be process to improve the error detection in the production.

(Stanisavljevic and Spitzer, 2016) give us a broad overview of some published papers on machine learning in manufacturing. Further, use cases like (Wu and Ni, 2011) for machine learning especially for automated assembly lines are mentioned. The most interesting part of this paper is that the author describes requirements, which have to be fulfilled in order to be applicable in manufacturing. The authors reference (Pham and Afify, 2005) and describe the following: 1) Handling different types of data (numerical, textual, images etc.). 2) Dealing with noise and outliers in data. 3) Real-time processing. 4) Dealing with huge datasets and/or high dimensional datasets. In our use case, it is not crucial to provide a real-time processing. We set our focus on more general requirements.

A specific use case for machine learning can be addressed for the area of semiconductor manufacturing. (Susto et al., 2012) show four detailed main challenges, which are partly described and originally from (Susto and Beghi, 2013). The

mentioned challenges can be successfully solved, by using our recommended reference process model or by using the Product Testing Meta Model (PTMD) like shown in Figure 4. For example, (Susto et al., 2012) address high dimensionality data. We can solve this problem with our to-be process from section 6. In the recommended to-be process we automatically reduce unnecessary high dimensionality data and provides only suitable data to train a ML model.

The plan-do-check-act (PDCA) cycle is a continuous improvement process and contains four phases: Plan, Do, Check and Act (Johnson, 2002). The four phases can lead to new opportunities and potentials, which can be tested, implemented, controlled and discovered. This process is a potential way to improve the quality of a product and is well suited for quality managers. We accompany with our to-be process (illustrated in Figure 5) the product only within its life cycle (Levitt, 2014). Also, we do not provide a plan phase in our approach or separate our requirements in phases. Furthermore, we describe the general requirements that must be considered for an implementation. This could be a parallel to the do phase. Additionally, we extend our process with the help of ML and a specific actor.

An overview of the life cycle of a data mining project is illustrated by the Cross Industry Standard Process for Data Mining (CRISP-DM). The CRISP-DM visualized the phases of a project with their specific tasks. Further it shows the connection between these tasks (Chapman, 2000). The six phases of a CRISP-DM are: Business Understanding, Data Understanding, Data Preparation, Modelling, Evaluation, Deployment. The listed requirements from section 4 include all the phases of the CRISP-DM and are phase-overlapping tasks towards an implementation. In particular, we use the phases of Business Understanding and Data Understanding. Further, we want to provide a generic implementation.

Finally, it can be said that - while machine learning is used in different areas of production - there are hardly any recorded requirements for it. With this paper, we can close an identified gap and provide important prerequisites that are necessary for a successful implementation of a ML aided system. Also, we integrate the ML part and an additional actor to the as-is process (Figure 1). With these new components we created the to-be process (Figure 5). Furthermore, it can be said that we form an interface between the two processes CRISP-DM and PDCA-Cycle and take a new direction with our approach.

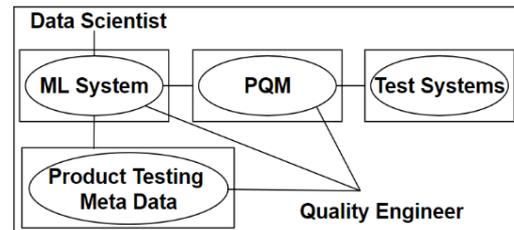


Figure 3: Use Case Environment.

## 4 GENERAL REQUIREMENTS OF THE ML SYSTEM

This section sheds light on general requirements for the ML system and explains the relationships to the environment, as can be seen in Figure 3. In this figure we show all systems and use cases in one summarized illustration. The oval circle represents all use cases within the rectangle, which represent the system. The lines indicate the persons or software involved in the use cases. The Test Systems forward their test results to the PQM and the PQM to the ML system. The meta data about product testing (PTMD) is a repository that directs the work of the ML System. PTMD contains information about products, production lines, testing, error types etc. Figure 4 is a simplified illustration of the PTMD and is described later in more detail. Moreover, human actors interact with the systems as data scientists and as quality engineers. The data scientist is responsible to control the ML system. The quality engineer uses the ML system for the analyzing part. Further, the quality engineer provides the background knowledge from production for the PTMD as long as it cannot be drawn automatically from other systems. Of course, the quality engineer keeps his access to the PQM. The ML system has to satisfy the following list of constraints and requirements:

- To improve production the application predicts possible product errors as soon as possible. This is one of the basic objectives. It is based on the observation of quality management that further processing creates only unneeded costs (Colledani et al., 2014). Also, the results should be evaluated and documented for future comparisons.
- A ML model should be understandable for the quality engineer. Without any explanations about the decision, it is problematic to trust these advises. At least, a ML model should give some hints how it made its decisions. Specifically, the application has to assist the identification of features and feature conditions that are related to the investigated errors.

It should visualize relationships between feature value distribution and errors. This requirement is strongly requested in interviews with quality engineers. New approaches concerning interpretable machine learning point out solutions and the general demand in data science (Molnar, 2019).

- The ML system must work with a variety of product lines and products. Every test system provides an unknown amount of data and data types. Moreover, to create an individual solution for every production step or test station would be greatly time consuming and inefficient. Additionally, the management and maintenance of a large amount of individual solutions is not advisable. Therefore, the concept of automatic machine learning (AutoML) (Quanming et al., 2018) is needed. But performance needs to be improved by guiding knowledge represented in the PTMD.
- Production quality is in general very good. An ML system in this context must deal with low error rate and unbalanced biased class values as a consequence (Krawczyk, 2016).
- A further problem is the machine learning knowledge gap for a quality engineer. Typically, a quality engineer has barely any knowledge to configure or even to tune an ML System. This makes the quality engineer dependent on the help of a data scientist. This is another reason why AutoML is important.
- Concept drift has to be considered (Lu et al., 2018). It can happen that product features and production processes change over time. In this case the ML system should be able to monitor and to point out that the data changed. The quality engineer should be informed, and the ML model must be re-trained.
- Cost sensitivity is a problem for a justifiably use of ML. Product parts are often expensive, because of this some correct predicted errors already are worthwhile to use a ML model. Taking out false positive parts is expensive, too. Therefore, a quality engineer has to define a profitable threshold, which represent the minimum rate to achieve. This is also supported by literature, e.g. (Thai-Nghe et al., 2010).
- Test data needs to be selected and prepared before the ML training and evaluation. In order to create a model that works over several production steps, the number of steps must first be determined. Afterwards, the measurements from the chosen production steps must be joined together and a ML model must be trained. The required join logic needs a representation in the PTMD.

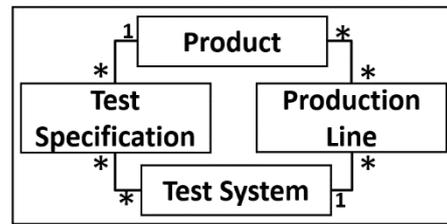


Figure 4: Product Testing Meta Data.

The ML system requires the PTMD, which we illustrate in Figure 4 in a simplified presentation. The structure of the PTMD is divided into four parts. Each of these four parts represent a separate information section. The idea behind this model is to document important information about a product, to access them later. Also, it can be seen as a documentation structure for this information. Moreover, we need the PTMD to manage the ML system. With the PTMD we define e.g. the Data to select and prepare for the ML training. Consequently, this model helps to replace individual script solutions for products. The ML system can access the PTMD and get the required information to create datasets etc. In the Product section, we mention the specific product and relationships to other members of the product family (product variants). Information about the product type and product features must be stored in this section. Product features could be measurements from a specific test station or individual entries like function description of the product. Also, gained knowledge from human experts get stored in this section. The Product section is linked to the Test Specification and Production Line section. In the Production Line section, we describe the sequence of the test stations in the production. This sequence is important to analyse and identify the product errors. Moreover, with the test station we have a reference to the required features. In the Test System section are all test station mentioned for a product, which in turn are directly linked to the Test Specification and Production Line section. In the Test Specification section, the features and specific feature boundaries are stored, which represent the max and min value. This section is linked to the Product and Test System section. A quality engineer should be assigned to maintain the PTMD. Based on the background knowledge, a quality engineer can control the stored information and check them for correctness. The PTMD is well suited for an AutoML system as a knowledge base. The AutoML system would access the PTMD to get necessary information about the procedure to run.

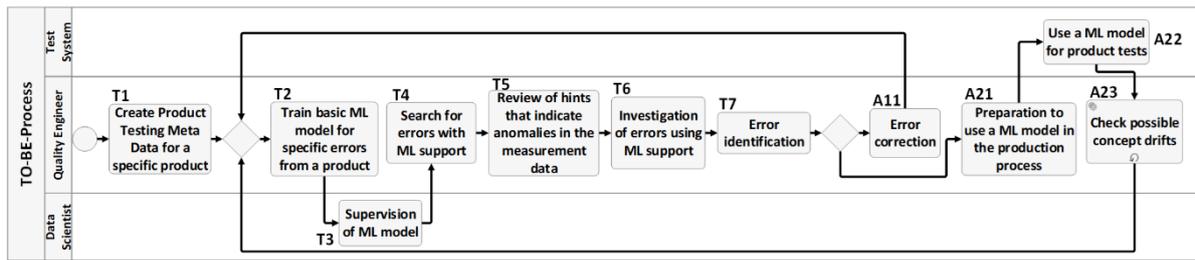


Figure 5: To-be process.

## 5 ACTORS

In this section we will name the actors and explain their extended tasks in comparison to the as-is process (Figure 1). These actors will be later used for the to-be process (Figure 5).

**QUALITY ENGINEER:** The quality engineer monitors a wide variety of products in the production manufacturing process. Therefore, a quality engineer controls a product as part of its product life cycle, analyses product measurements and document the production process. To fulfil those tasks, a quality engineer must create the PTMD, which is filled with background knowledge about a specific product. He is also responsible for test specifications. With the prepared data in the PTMD, the quality engineer is ready to create a basic ML model. The ML model should help the quality engineer to identify error sources, within the context of e.g. product type, selected malfunctions, desired duration or test station. A quality engineer can select an error type or a group of error types and analyse them separately or together. As a result, the quality engineer should be able to identify the most important features (i.e. highest impact on the test result). This ranked feature list can later be used for more precise investigations. It is advisable, to analyse the highest ranked features. Moreover, suitable plots can be generated to investigate the malfunction causes. 2D scatter plots can be used to illustrate a value distribution of a feature along production time. This plot shows correct and fault product tests in the data and in which value range the errors occurred. A histogram is further visualization type to illustrate the error distribution. In a histogram, the feature values get grouped by a defined group size in the complete value range. With this illustration we can show statistically how many errors in a value range occurs. The absolute and relative number of errors should be used for the illustration. Additionally, a 3D plot can be used to show the correlations between two features. A quality engineer can identify correlations among

the measurements and drop the irrelevant product features. The gained knowledge should be used to define new check rules to enhance the quality of the resulted product as well as to reduce the rate of malfunctions. A further task of the quality engineer is to point out anomalies in measurements. This task can be automatically performed by the ML system and this leads to further investigation, such as over the reasons for the wrong behaviour and checks the correlation of those measurements and the trend of the malfunctions. A quality engineer can also define new product specific metrics to display error deviations and provide a better understanding of them. Error classes could be chosen by the quality engineer to restrict the error space. Over time, the pre-trained ML model might perform worse than at the beginning of the creation of the ML model. This could be due to a concept drift. Because of this, the quality engineer must be informed about the performance of a ML model. The ML system should be able to report which parts or ML models are influenced by a concept drift and in which production stage the malfunction has started to appear. The quality engineer must then check, if a new ML model is needed for the production. Ideally, the test system should be able to proactively warn the quality engineer of occurring and/or rising malfunctions in the measurements.

**DATA SCIENTIST:** The tasks of a data scientist are primarily controlling tasks. Therefore, the data scientist is responsible to supervise the trained ML models. To do so, the created ML models should be frequently controlled and checked, if the goodness of the ML model is still acceptable. To support these tasks, there are e.g. two different possibilities. A good performance visualization to check is the ROC curve (Metz, 1978). Based on the ROC curve and a predefined threshold, it can be immediately recognized whether the use of the ML model is worthwhile. Another good comparable metric for this task is the Matthews correlation coefficient (MCC) (Boughorbel et al., 2017). The MCC measures the

goodness of a ML model prediction. A data scientist can recognise any changes in the data by checking frequently the MCC measure.

**TEST SYSTEM:** To the described task of Figure 1, the test system gets an extended task. A trained ML model will be used to support the test system. Moreover, the prediction from the ML model should add to the decision, if a product has passed the test station.

## 6 TO-BE PROCESS

In this section, we describe the tasks, which are illustrated in Figure 5 and assign them to the actors mentioned. The illustrated to-be process runs throughout the complete life cycle of a product (Levitt, 2014). As long the product is not at the end of its life cycle, the to-be process will be repeatedly executed. The quality engineer starts the to-be process (Figure 5) with the creation of a PTMD for a specific product (T1). Based on the background knowledge for a specific product, a quality engineer can bring all the important information together. The ML system will later access the PTMD and pull the necessary data. After the creation of the PTMD, the quality engineer will train a basic ML model for specific errors of a product (T2). In the next step, the data scientist supervises the previous trained ML model. Therefore, control tasks will be carried out. To do so, the data scientist controls visualizations and metrics (T3). Later, the quality engineer can start searching for errors with the previously created ML model (T4). It should be checked whether the results found are plausible. Additionally, the quality engineer will review the hints given by the ML system (T5). For this, the created visualizations can be used, and production worker can be interviewed, to get more information. The next step for the quality engineer would be to investigate the errors found using ML support (T6). The objective is to investigate the relationships between the error message and the selected features. Afterwards, the quality engineer must identify the error based on the previous evaluation (T7). After this step, there are two alternative ways to proceed. The first alternative would be to use the collected information from the previous steps and correct the found error in the product (A11). To do so, he should contact the production team and discuss the changes to implement. To improve a product further, the quality engineer should go back to step T2 and train a basic ML model. This step should be done to improve the quality of a product. The second alternative would be

to start the preparations for the use of the ML model in the production process (A21). To do this, the quality engineer must adapt the configuration to the system. The test system will use the prepared ML model in the production and document constantly the results in the database (A22). A recurring task is to check if any concept drifts in the data was found (A23). This can be achieved by using a monitoring system and should be done by a quality engineer. If a concept drift is detected, the quality engineer will initiate an adjusted training for a basic ML model for specific errors (T2).

## 7 CONTRASTING AS-IS WITH TO-BE PROCESS

As part of a validation of ML system requirements and to-be process we compare it with the as-is process as typical quality management process and with CRISP-DM as standard data science process. With the new process we can generally improve several important points. One of the major improvements is that a quality engineer will be strongly supported by the ML System in his work. In addition, a quality engineer is no longer dependent on the help of a data scientist. The PTMD distinguishes the to-be process from the standard CRISP-DM, since it is assisting AutoML. The data scientist is still needed, but she has only to supervise the system by controlling operating figures like ROC curves and confusion matrices (Hearty, 2016). Moreover, heuristic individual mathematical tools will be obsolete. Also, even without data science knowledge a quality engineer can reuse the ML System and benefit from the visualization output. These visualizations can be used to investigate production errors. The to-be process extends the tasks of the quality engineer and the test system in contrast to the as-is process (Figure 1). The quality engineer uses the ML system to investigate features and generate plots. Also, the ML system can be used to dive deeply into the data and get an overview about the structure. The creation and maintenance of the PTMD is added to the tasks of a quality engineer. For the to-be process the test systems will be extended by using a ML model to test the product or parts of it. After implementing the to-be process we improve the following points:

- Supporting tasks of a quality engineer with help of ML. This point has significantly improved in comparison to the as-is process. With the tasks T4, T5, T6, T9 we help the quality engineer with a variety of support activities.

- Use of the PTMD, which stores background knowledge about products. T1 references this task. The AutoML system uses the meta data.
- Regular checks of occurring concept drifts in data. This is referenced by T9 which checks the occurring data in regular intervals.
- Supporting decisions with multiple feature visualizations from a ML system. In task T4 the quality engineer can use selected histograms and 2D - 3D scatter plots to support his investigations.
- Supporting error identifications with explainable ML decisions. With the T6 and T7 tasks, we are supporting the quality engineer in his investigations.

## 8 CONCLUSION

We have presented the necessary requirements to successfully use a ML aided system into an industrial based production environment. We developed the PTMD in which the information about a product has to be stored. These can be used for many purposes and summarize background knowledge about a specific product in one model. We also presented the as-is process to clarify the procedure of malfunction detection in the production environment for a quality engineer. Moreover, a general description about the actors and their tasks has been given. Additionally, we illustrated the to-be process and described the extended tasks with the associated actor for the implementation of a ML aided system. At the end, we validate our to-be process by contrasting it to the as-is process. We have already started implementing our auto ML system according to the developed requirements, this will be followed up with several tests in the production environment and in the near future, we intend to publish our first results. Additionally, we are going to test our system on various product types and adjust it for a universal use for any product.

## ACKNOWLEDGEMENTS

This project was funded by the German Federal Ministry of Education and Research, funding line “Forschung an Fachhochschulen mit Unternehmen (FHProfUnt)“, contract number 13FH249PX6. The responsibility for the content of this publication lies with the authors. Also, we want to thank the company SICK AG for the cooperation and partial funding.

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