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The Digital Twin in Order Processing

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Abstract

Environmental factors, such as the high number of product variants, increase the complexity of order processing (OP). Holistic decision making presents a challenge due to the lack of transparency in OP, an inadequate data basis, and the unknown effects of decision alternatives. Today's information systems and traditional calculation formulas for managing production only consider subsystems and isolated abstraction levels. As digital twins introduce new opportunities for decision support, their potential in OP is widely recognized, while their designing process still lacks research and methodologies. Consequently, we present a digital twin in OP, which enables efficient decision support.

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