

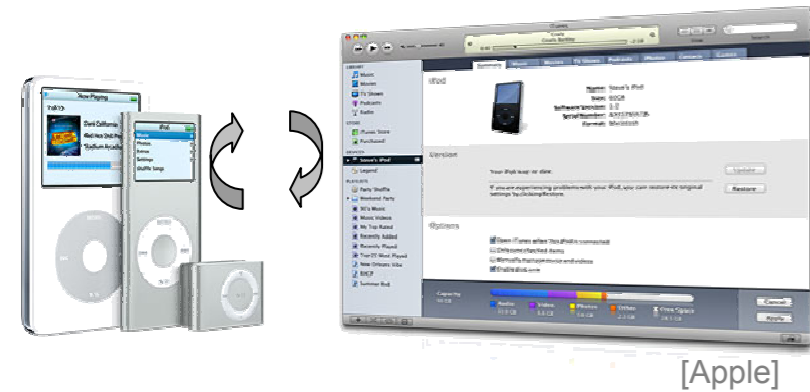
Development process models for product-service-systems

Product-service-systems (PSS)

- Integrated & interacting combinations of products & services
- Modern business models (less ownership; new use cases)
- Customer integration into development and delivery
- Value-oriented



[Springer]



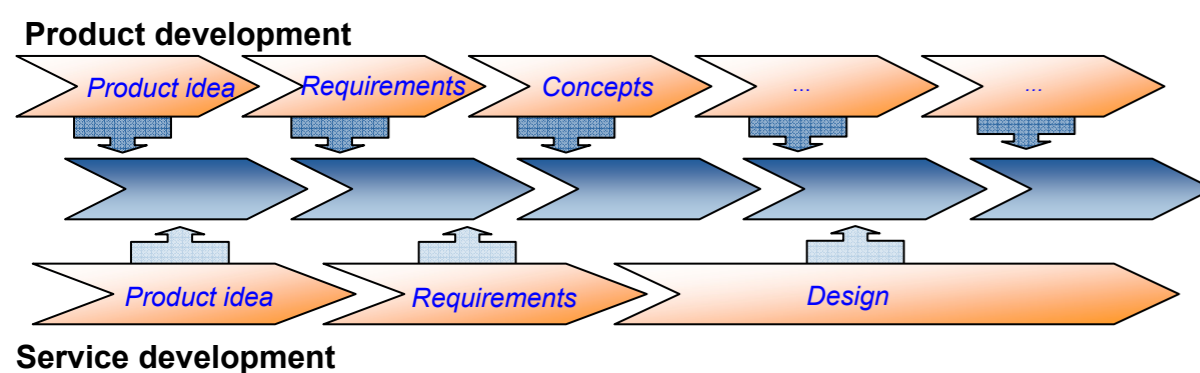
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Aims

- Definition of a generic methodology for an integrated PSS development (process).
- Definition of an integrated PSS developm. process model.
- Methodical support of the early phases of this process.
- Focus on generation of PSS ideas, requirements, concepts, function modeling.

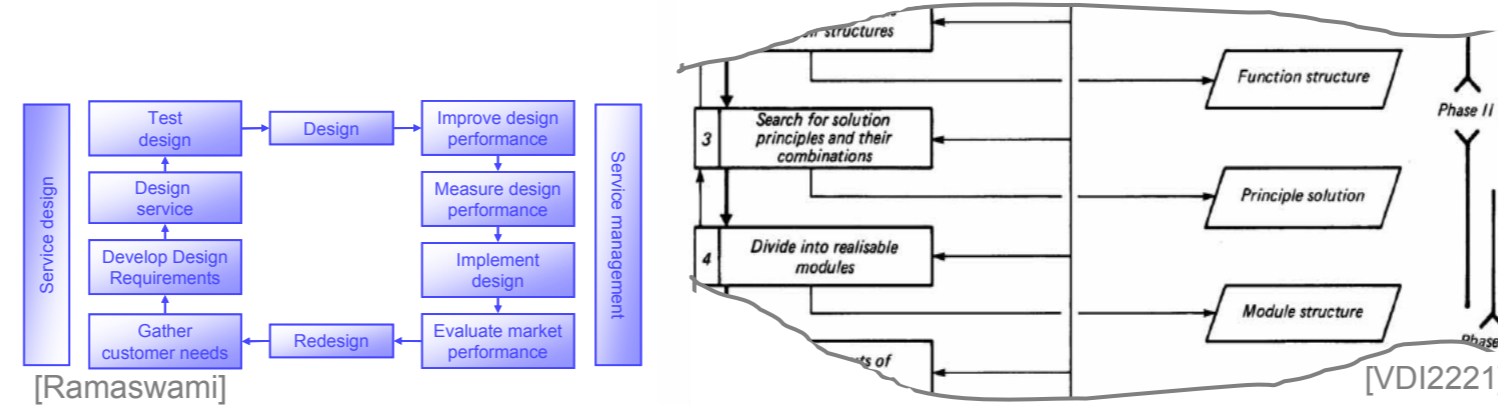
Approach

- Empirical study for investigation of the actual state.
- Setup of a Reference Model and an initial Impact Model.
- Integration approach for process and method elements.
- Generation of one integrated process model.

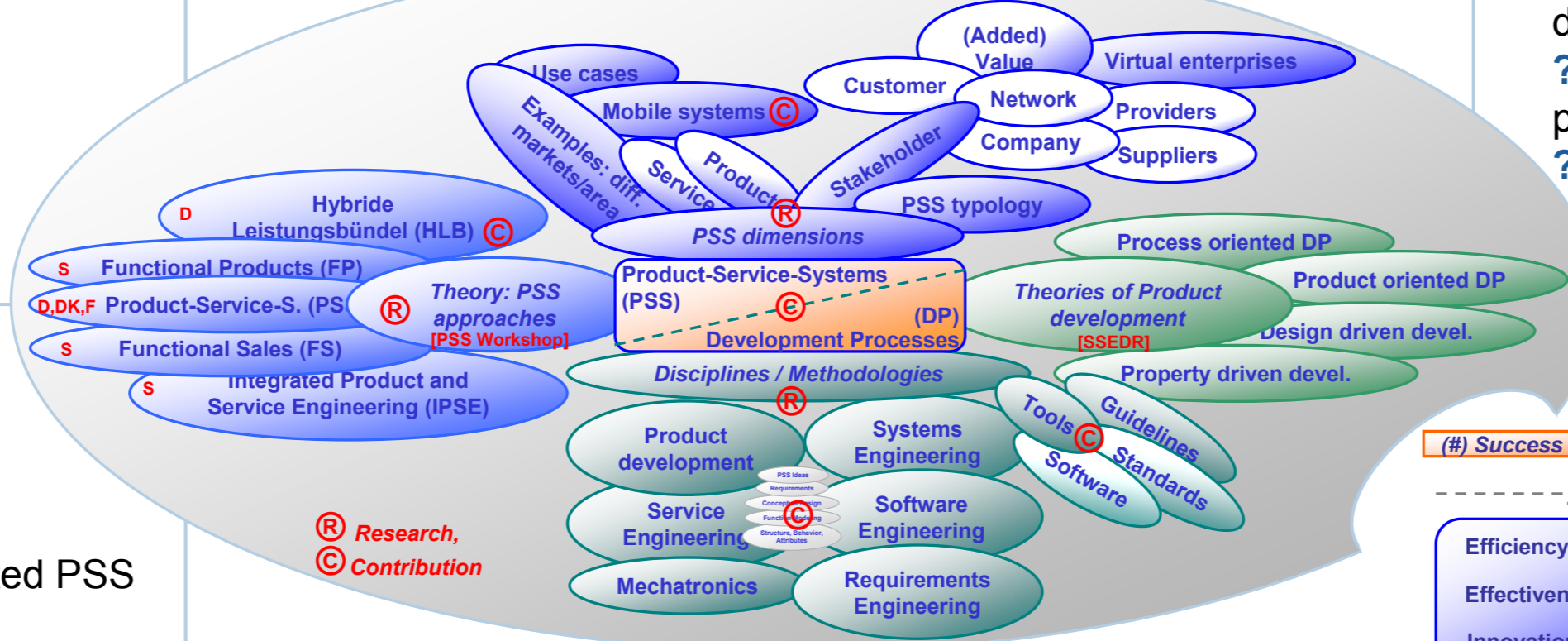


Development process models

- Existing:** Process models for a product and software development
- Existing:** Process models for service development
- Missing:** Appropriate integration approaches



Connected areas



Assumption / Hypothesis

PSS become more effective and efficient if they are planned, developed and delivered in integrated processes.

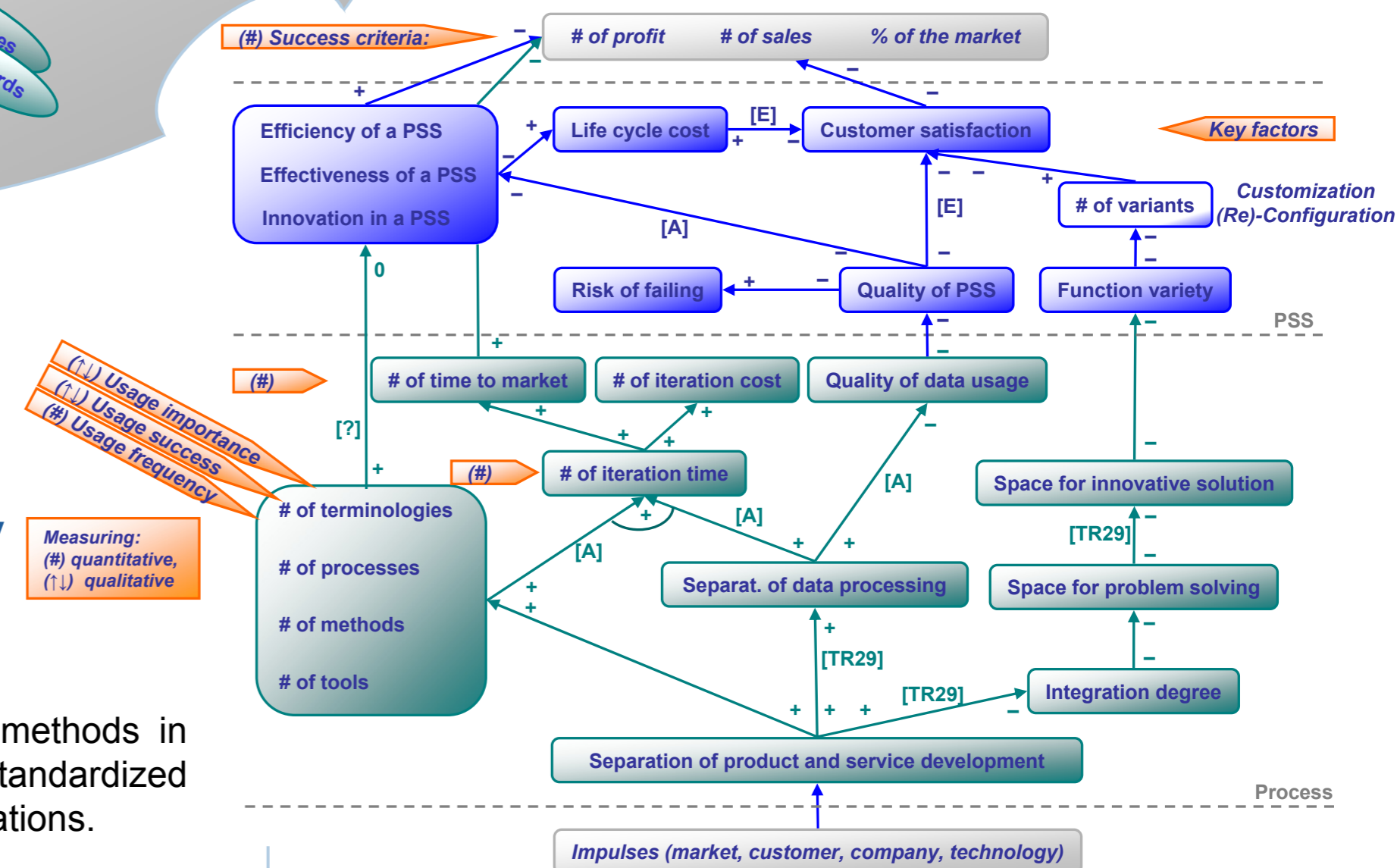
Difficulties

- A terminology, methods, process models, tools for such integrated processes are required to support the PSS life-cycle.
- At the moment there is no adequate methodology describing an integrated development for product-service-systems.

Research questions

- How to combine terminologies, methods, tools for the development of products & services in one methodology?
- Influence of the PSS life cycle on the development processes and methods?
- Characteristics of an integrated PSS development process?

Reference model (actual state)



First steps – Descriptive study

- Literature study
- Inquiry (postal mail, e-mail)

Investigation of implemented processes and methods in the development of customized and standardized products, services and product-service-combinations.

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