Enhancing the selection of methods for customer integration in innovation processes through a process-oriented description framework

Abstract:
Basic aim of innovating is to provide products and solutions meeting the expectations and needs of their customers and stakeholders. Therefore, customer integration methods provide means to integrate these actors into the innovation process for gathering information, supporting in decisionmaking or creating and elaborating ideas or solutions. One central aspect in this regard is the selection of the most appropriate method for a specific task in the innovation process. This is due to, on the one hand, the variety of objectives and potentials for information generation of these methods, and, on the other hand, the diversity of influence factors, restrictions as well as issues for preparation and post-processing of these methods. Therefore we propose a framework with relevant criteria and parameters for describing methods of customer integration from a process-oriented point of view. This framework supports designers and process owners with the selection, preparation and post-processing of appropriate methods.
Stichworte: Design management; Knowledge management and product life cycle management; Design collaboration and communication; Customer integration; Process management.

Herausgeber: Chakrabarti, Amaresh

Kongress-/Buchtitel: International Conference on Research into Design

Kongress/Zusatzinformationen: 10.-12.01.2011

Konferenzort: Bangalore, India

Verlag/Institution: Research Publishing

Verlagsort: Indian Institute of Science, Bangalore, India

Jahr: 2011

Semester (für SAP-Datenerfassung): WS 10-11

Occurrences:
· Einrichtungen > Fakultäten > Fakultät für Maschinenwesen > Institut für Mechatronik > Lehrstuhl für Produktentwicklung (Prof. Volk komm.) > Konferenzbeiträge
· Einrichtungen > Fakultäten > Fakultät für Maschinenwesen > Institut für Mechatronik > Lehrstuhl für Produktentwicklung, Konstruktionssystematik und Leichtbau (Prof. Zimmermann) > Konferenzbeiträge

entries: