Knowledge requirements over long product lifecycles

An emerging trend in the engineering industry is for companies to provide lifecycle support of their products. As a result, the design information necessary to provide such support is being recognised as an important resource. In this paper it is argued that different stakeholders of a products’ lifecycle each have different knowledge requirements, and that in order for design knowledge management systems, such as PLM, to provide efficient lifecycle support it is necessary to understand these requirements and the flow of information that exists between these stakeholders. This discussion is supported by investigations into the change processes and service processes that occur within two aerospace companies.

service design; knowledge management; product lifecycle