Integration of user knowledge across the lifecycle of integrated product-service systems - An empirical analysis of the relevance for PSS development and management

Abstract:
Integration of user knowledge in corporate innovation processes enhances firm innovation performance. Despite the relevance of the topic, research on when to integrate user knowledge into corporate innovation processes is scarce. We address this gap by empirically investigating the relevance of user knowledge across the lifecycle of complex product-service systems (PSS). Using matched interview data from both users and producers, we find that user knowledge is useful for many important phases across the PSS lifecycle. When comparing the relevance of user and producer knowledge, we find that user knowledge is particularly relevant for early ideation- and late use-related phases, as well as for service-related development and delivery stages. With regard to product-related production and logistics, firms tend to rely on knowledge that is available internally. Our findings have several implications for the
development and management of integrated product-service systems, including guidelines about when to integrate users into their PSS development.

Stichworte: User centred design, Open Innovation, Design process, Knowledge management

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Occurences:
· Einrichtungen > Fakultäten > Fakultät für Maschinenwesen > Institut für Mechatronik > Lehrstuhl für Produktentwicklung und Leichtbau (Prof. Zimmermann) > Konferenzbeiträge
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