Increasing the quality in product development through process efficiency

Hugo d’Albert and Udo Lindemann
Technical University of Munich, Germany

The increasing of global competence obliges the companies to make the development processes more efficient. In spite of that fact, the main challenge is the developing of high-quality and cost-effective products to meet the customers’ requirements. This challenge is notably present in case of customer’s change requests affecting the whole development process. The customer-driven modification, corrections, or addition during the product development process have to be carried out under high pressure of time. This fact can have a significant impact on the quality of the final product. In order to meet the requirements, the required changes need to be effectively transferred to different stakeholder involved in the process. Since communication and cooperation are key aspects that influence the performance within a development process, the knowledge flows in the related activities must be examined. It is necessary to analyze the existing knowledge regarding the actual project state and connect it effectively with the customer-driven engineering changes. Thus, the unnecessary iterations, wasted resources, delays, or failures can be identified and their negative impact on process and product quality eliminated. This paper presents an approach for increasing quality within product development process by effective control over knowledge-intensive flows. The goal is the supporting development process to create the products that meet the customer’s expectations regarding the short-term changes and bring the company competitive advantages. The business value results from enhancement of quality through efficiency in the product development process.

Biography
Hugo d’Albert is PhD candidate at the Chair Product Development, Faculty of Mechanical Engineering at the Technical University of Munich, Germany. His main research focuses on Product Development Process, Quality Management, and Cost Management. He bases his research on experience gained from various practical oriented projects.

hugo.dalbert@pe.mw.tum.de

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