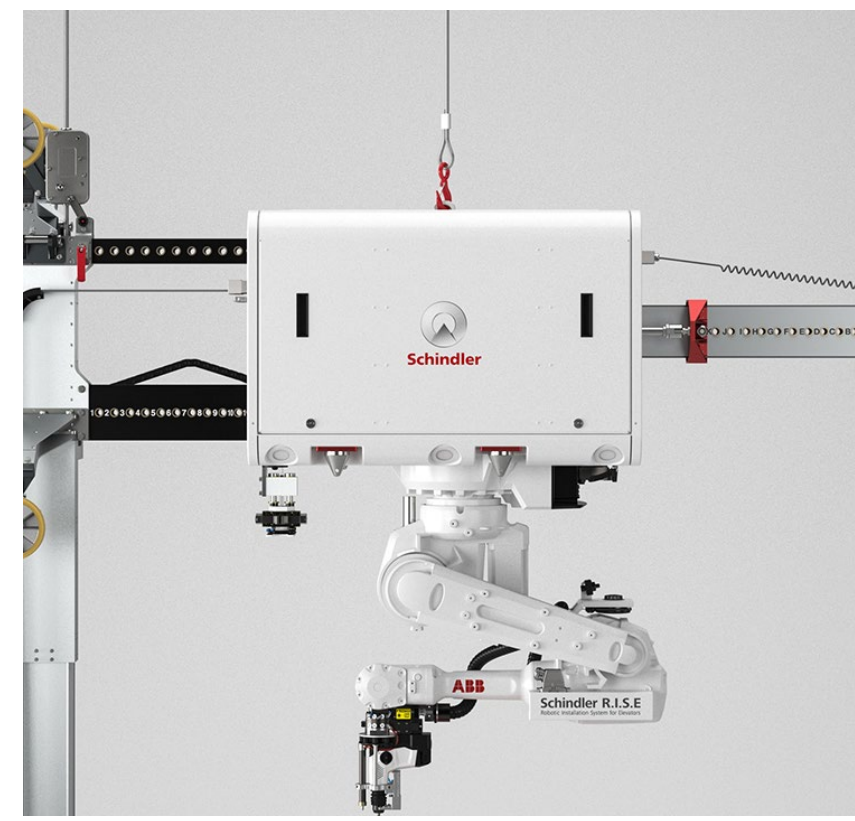
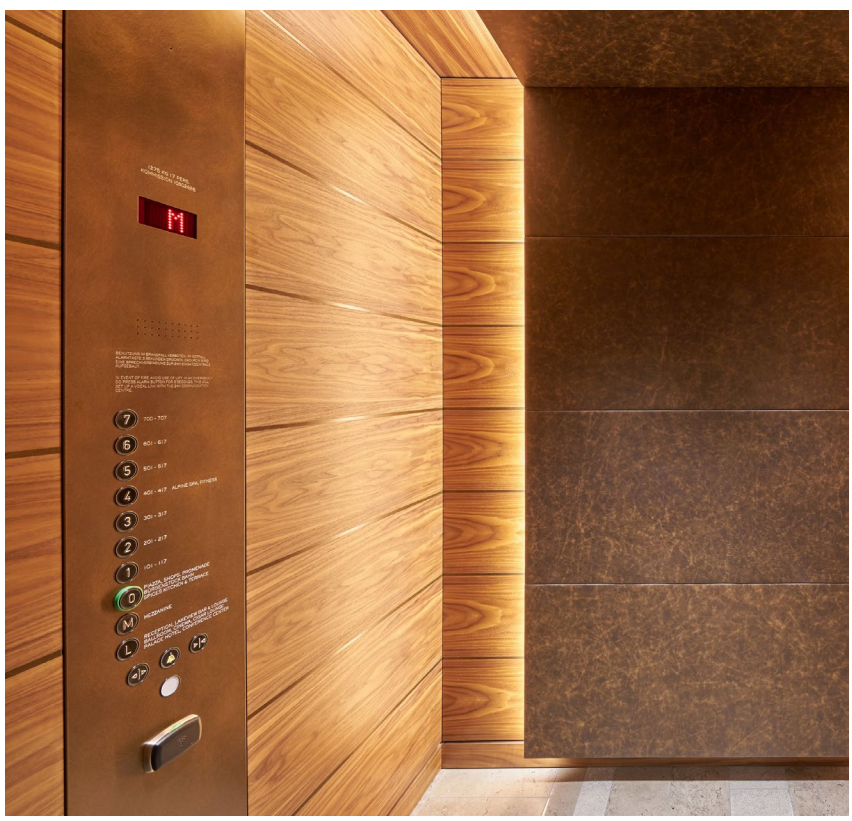


Master-Thesis Business Engineering

Re-engineering Schindler Product Cycle Process



Schindler



Problem Description

Schindler's Product Cycle Process which deals with the product lifecycle management consists of several sub-processes which are elaborated in varying degree of detail, some are recently updated and used whereas others have not been revised for a longer time. Furthermore, no overall definition of responsible stakeholders as well as their interaction across these processes has been defined nor even discussed.

The Corporate Research & Development and Global Field Quality & Excellence organisations have changed in the time since these processes were defined and agreed upon. New processes have been defined to supplement or to correct perceived inadequacies in the existing processes. This creates a strong organisational need for an overall governance structure covering the entire product lifecycle.

Solution Concept

Both a literature review and qualitative research in the form of seven external and twelve internal interviews were conducted.

The external interviews involved people who are involved with PLM in different companies in different industries, while the internal interviewees were people who have experience with the PCP.

Results

This thesis concluded in the recommendation of various measures to change the current Product Cycle Process. Further, what needs to be considered when implementing them.

Other important points that were discussed in the course of this are the management of change as well as training and further education of employees.

The thesis culminates in a proposal for a modified Product Cycle Process with a different structure and dedicated process responsibilities, while also addressing important points for the implementation of such a project.

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