Measuring process and knowledge consistency: A necessary step before implementing configuration systems

When implementing configuration systems, knowledge about products and processes are documented and replicated in the configuration system. This practice assumes that products are specified consistently i.e. on the same rule base and likewise for processes. However, consistency cannot be taken for granted; rather the contrary, and attempting to implement a configuration system may easily ignite a political battle. This is because stakes are high in the sense that the rules and processes chosen may only reflect one part of the practice, ignoring a majority of the employees. To avoid this situation, this paper presents a methodology for measuring product and process consistency prior to implementing a configuration system. The methodology consists of two parts: 1) measuring knowledge consistency and 2) measuring process consistency. Knowledge consistency is measured by developing a questionnaire with a 5 point Liker scale and a corresponding scoring system. Process consistency is measured by using a first-person drawing tool with the respondent in the centre. Respondents sketch the sequence of steps and people they contact when configuring a product. The methodology is tested in one company, and the paper presents and discusses these results.

General information
Publication status: Published
Organisations: Department of Management Engineering
Contributors: Edwards, K., Jensen, K. L., Haug, A.
Number of pages: 441
Pages: 77-88
Publication date: 2007

Host publication information
Title of host publication: Innovative Processes and Products for Mass Customization
Place of publication: Berlin
Publisher: GITO
Edition: 1
ISBN (Print): 978-3-940019-03-5
Keywords: Configuration, knowledge, process, consistency, measurement
Electronic versions: measasuring_org_prod_consistency_v13.pdf
Source: orbit
Source-ID: 208286
Research output: Chapter in Book/Report/Conference proceeding › Article in proceedings – Annual report year: 2007 › Research › peer-review