

عنوان مقاله:

Collaboration between Service and R&D Organizations – Two Cases in Automation Industry

محل انتشار:

مجله بین المللی پیشرفت در علوم کامپیوتر، دوره 4، شماره 4 (سال: 1394)

تعداد صفحات اصل مقاله: 9

نویسندگان:

Jukka Kääriäinen - VTT Technical Research Centre of Finland Ltd. Oulu, P.O. Box 1100, 90571, Finland

Susanna Teppola - VTT Technical Research Centre of Finland Ltd. Oulu, P.O. Box 1100, 90571, Finland

Antti Välimäki - Valmet Automation Inc. Tampere, Lentokentänkatu 11, 333900, Finland

خلاصه مقاله:

Industrial automation systems are long-lasting multitechnological systems that need industrial services in order to keep the system up-to-date and running smoothly. The Service organization needs to jointly work internally with R&D and externally with customers and COTS providers so as to operate efficiently. This paper focuses to Service – R&D collaboration. It presents a descriptive case study of how the working relationship between Service and R&D organizations has been established in two example industrial service cases (upgrade and audit cases). The article reports the collaboration practices and tools that have been defined for these industrial services. This research provides, for other companies and research institutes that work with industrial companies, practical real-life cases of how Service and R&D organizations collaborate together. Other companies would benefit from studying the contents of the cases presented in this article and applying these practices in their particular context, where applicable.

کلمات کلیدی:

Automation systems, Industrial service, Lifecycle, Transparency, Collaboration

لینک ثابت مقاله در پایگاه سیویلیکا:

<https://civilica.com/doc/405226>

