Session title: Innovation in manufacturing servitization – models and information technologies - IMSE

Organisers:

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Short presentation:

In a post-production society, where products perceived as commodities cannot be easily differentiated, companies need differentiators others then the price in order to be competitive. For the manufacturing industry, servitization has emerged from the service dominant logic paradigm as a best practice to integrate product and service offerings in order to increase the value in use. Adding IT advances in web services, distributed processing and computing technologies, production structures and processes will become more instrumented, interconnected and intelligent featuring agility, flexibility and sustainability, while preserving a clean environment.

The proposed section is devoted to new service-based developments and innovation in manufacturing business process modelling and management with advanced information technologies that include: Service Oriented Architectures; process composition, orchestration and choreography; service-oriented agents for enterprise management with distributed intelligence; industrial Internet. The research in the servitization area in terms of strategies, methods and technologies becomes a key issue from service innovation perspective.

Service follow-up activities in manufacturing are extended to services to be performed after a product is sold to the customer. Such services, i.e. the After-Sales Service (A-SS) or Product-Extension service (PES) represent a category of Product Service System (PSS) and are characterized by the customer ownership of the physical good. The concept of "Product-Service System" (PSS) identifies a "marketable set of products and services capable of jointly fulfilling a user's needs". A PSS uses a physical product as vehicle for delivering generic or specific services related to that product. Papers are sought describing applications in three categories of PSSs: Product-Extension services, characterized by the customer ownership of the physical good; Product-Utility services, connected with rentals and leasing; Product-Result services, related to situations where a provider supplies a complete solution to an on-going need for a customer.

Contributions in the following topics will be encouraged to participate in this section:
- Business models for manufacturing services
- Service factory
- Service Oriented Enterprise Architectures
- Service-based manufacturing planning, scheduling and control
- Service-oriented agents in holonic and multi-agent manufacturing
- Application of advanced Internet/Intranet technology in service based manufacturing
- Cloud manufacturing and virtualization
- Internet of Things for manufacturing
- Web services applications for manufacturing
- Product Service Systems and After-Sales Services
- Metrics and KPIs for evaluation of enterprise services

Keywords: Servitization, manufacturing business modelling, Service Oriented Enterprise Architectures, service composition, holonic organization, multi-agent implementation, Internet of Things, cloud manufacturing, product-extensions services, after-sales services

Important dates:

- Special Session Proposal: June 30, 2015
- Full Paper Submission: December 21, 2015
- Notification of Acceptance: January 11, 2016
- Final Paper Submission: February 15, 2016