

Strategic Technology and Innovation Management Programme 2017

# Balancing new process tech devt with operational needs

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Introducing new technology into a legacy environment is an ongoing challenge in many companies. This project seeks to use the experience of the STIM Consortium to compare issues and challenges for contrasting companies.

## Aims

- Survey STIM companies to assess current status and processes in place by interviewing key personnel on challenges and approaches
- Review recent literature on technology transfer in light of initiatives such as Industry 4.0
- Develop a lifecycle view of awareness, transfer and support processes required

## Progress

- Literature and practice review prepared for STIM Research Day in April
- Student research project carried out by Corinne Nkeng (May-August). STIM and other companies were interviewed on their experience, requirements and tools used and a framework developed based on literature and practice
- Industrial workshop discussion held at STIM Research Day in October

## Deliverables

- Student report – literature and practice review and summary framework (Nkeng 2017)
- Revised workshop slides for awareness and discussion
- Checklist for industry based on project findings

## Further research

- Test checklist in industrial setting taking into account industrial feedback
- Follow up industrial suggestions to date (these and more!):
  - Further investigation of the push back from Operations – the counterweight to the assumption that more Technology Development is good – and recognition of integration problems
  - Further search for ‘needs’ approaches: more thought on how to define operational needs and methods in addition to ‘strategy development’
  - How to validate perception and real needs
  - User value required as outcome from both technology development and operational needs
  - Value of story telling and managing expectations

Framework for linking process technology development and operational needs (Nkeng 2017)

