Problem Statement:

As Is

- Manuscripts
- Unpredictability of metrics estimation
- Tacit knowledge

To Be

- Servitization
- Digitalization
- KPIs Monitoring
- Explicit Knowledge
- PSS

Introduction:

Basic Terms:
- Engineer-To-Order (ETO): product based on very specific customer requirements
- Key Performance Indicators (KPIs): type of performance measurement. KPIs evaluate the success of an organization
- Product Service System (PSS): a value proposition strategy that offers products-services and is designed to be competitive, satisfy customer needs, and have a lower environmental impact than traditional business models.

Further Investigation:

- A fast and accurate estimation of maintenance time for extremely complex engineered-to-order products, using digital storage of data to lead towards a new era of PSS Innovation is provided.
- Towards the proposed system the mold making industry is driven to Servitization and Digitalization.
- The proposed method can be provided as a new PSS, driving towards a win-win situation between manufacturers and customers.
- The proposed methodology can be expanded including the estimation of other crucial metrics based on each industry’s demands.
- A management information system (MIS) can be developed based on the proposed methodology.

Keywords: Product Service System (PSS), Maintenance Time Estimation, Case-Based Reasoning (CBR), Key Performance Indicators (KPIs), Knowledge Management

Conclusion-Further Investigation:

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Publications: