

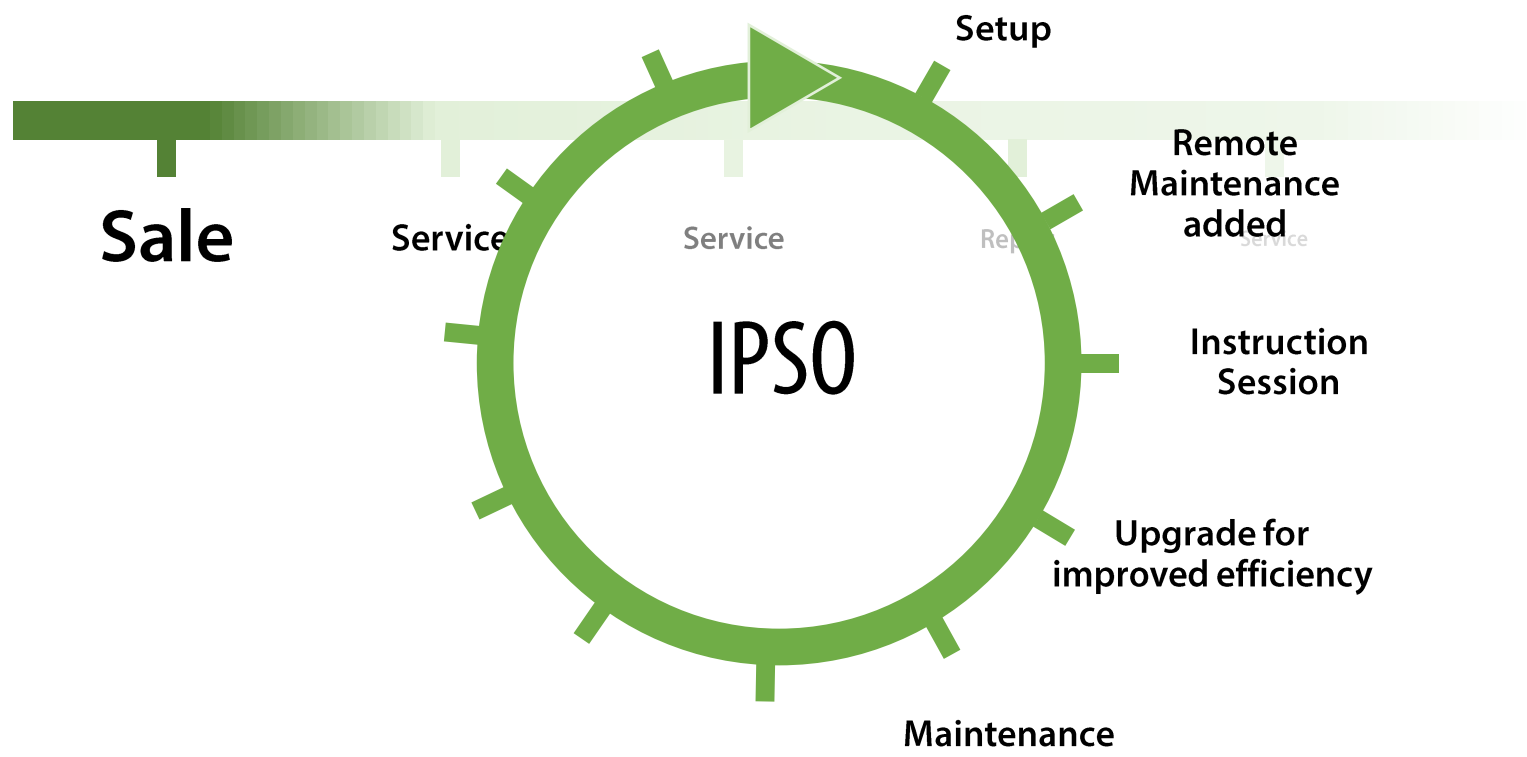
# **ProVa – Provider Value Evaluation for Integrated Product Service Offerings**

by

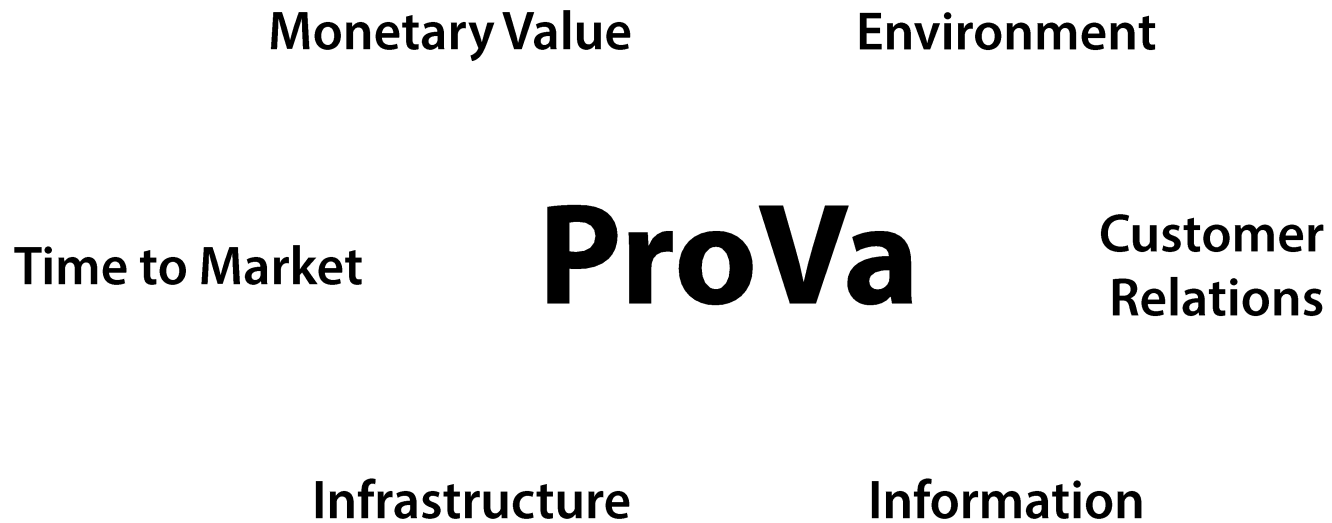
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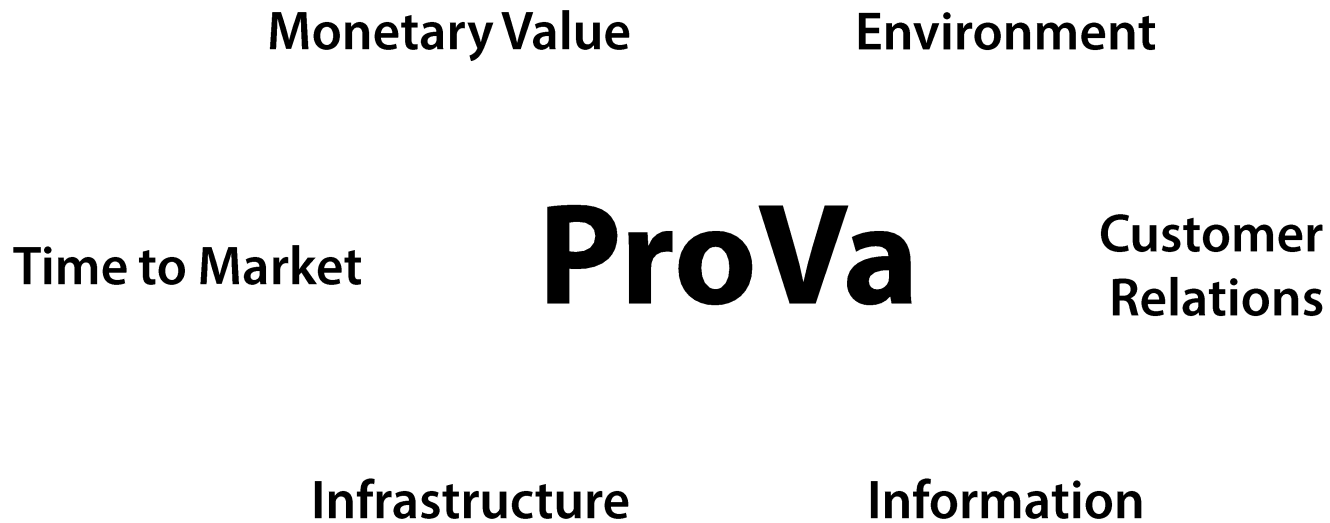
# Value Creation for Product Sales



# Classification of Provider Value in ProVa



# Classification of Provider Value in ProVa



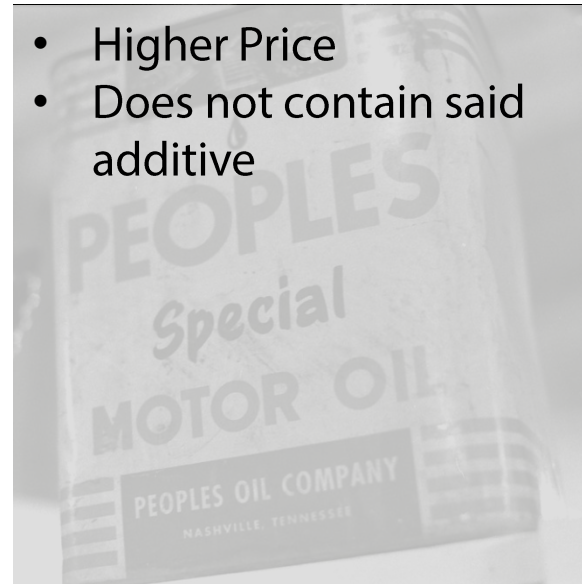
# How does the Environment impact Provider Value?

- Contains additive that may be affected by coming environmental regulations
- Much cheaper and used in all current offerings sold in traditional fashion



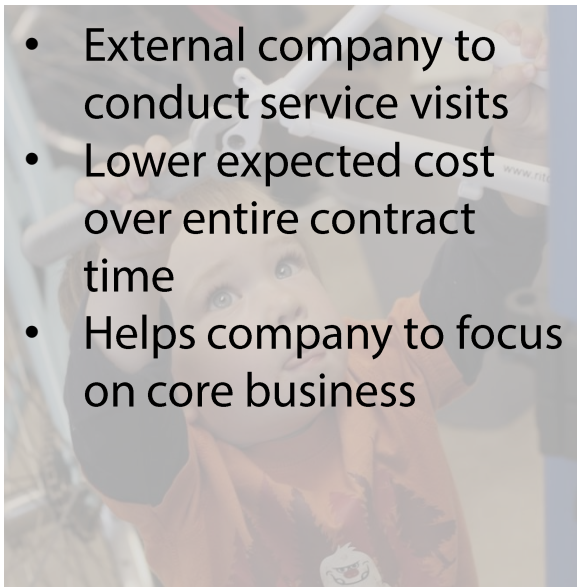
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- Higher Price
- Does not contain said additive



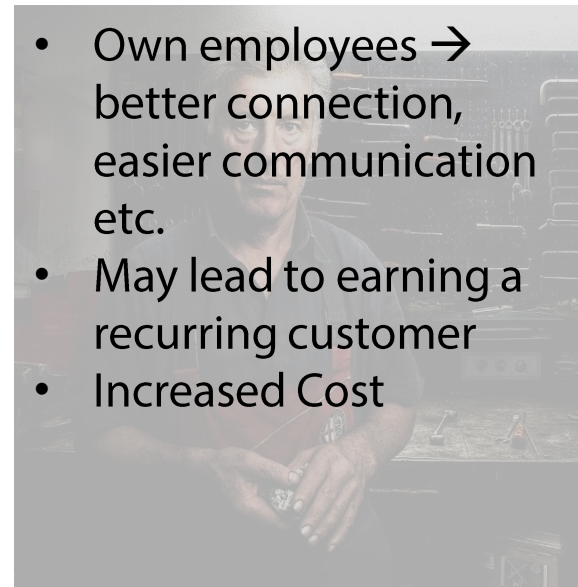
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# How do Customer Relations impact Provider Value?



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- External company to conduct service visits
- Lower expected cost over entire contract time
- Helps company to focus on core business

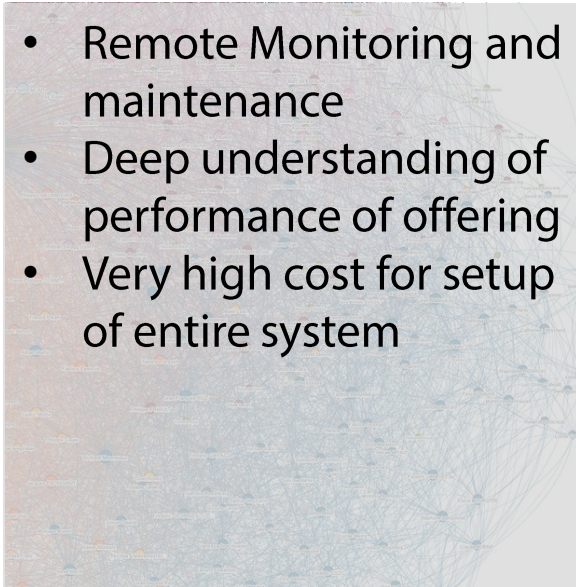


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- Own employees → better connection, easier communication etc.
- May lead to earning a recurring customer
- Increased Cost

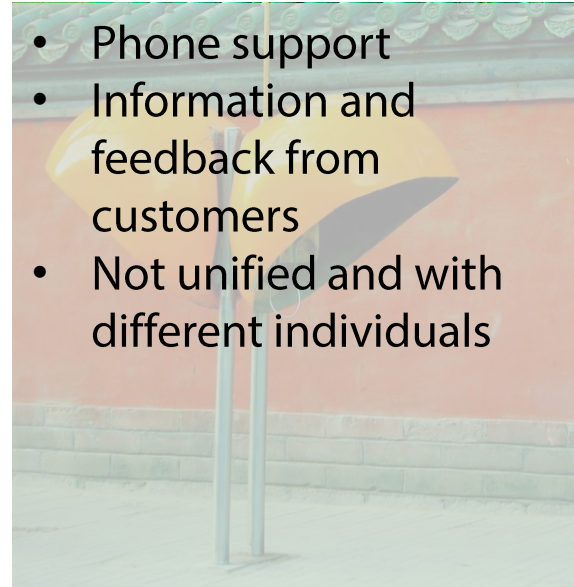
# How does Information impact Provider Value?

- Remote Monitoring and maintenance
- Deep understanding of performance of offering
- Very high cost for setup of entire system



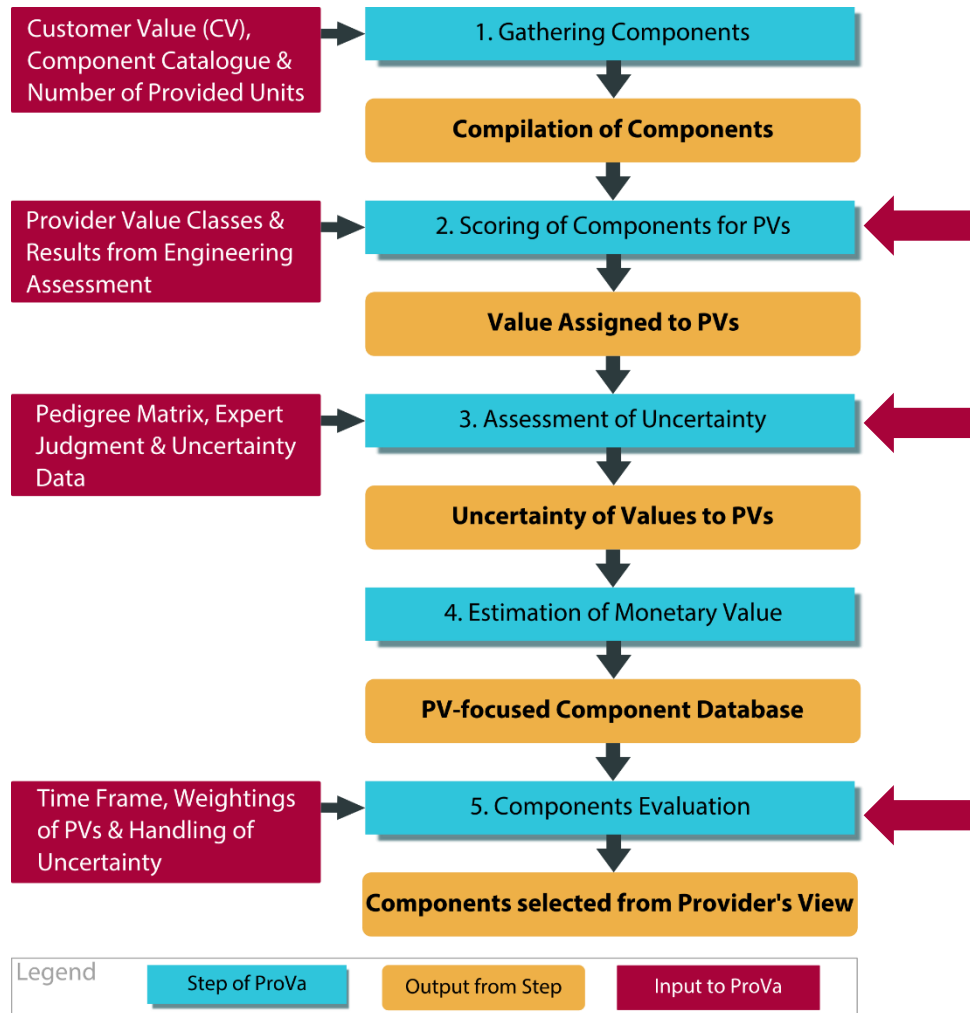
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- Phone support
- Information and feedback from customers
- Not unified and with different individuals



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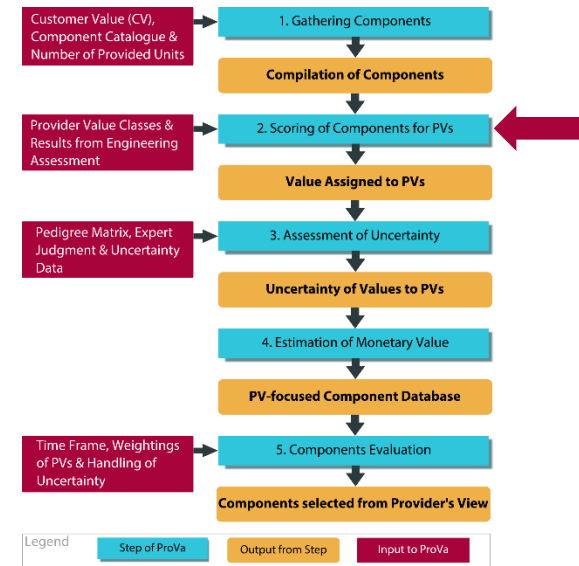
# ProVa Process



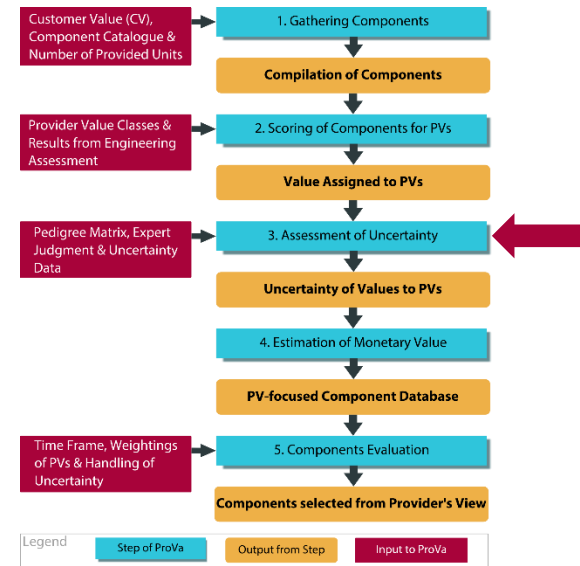
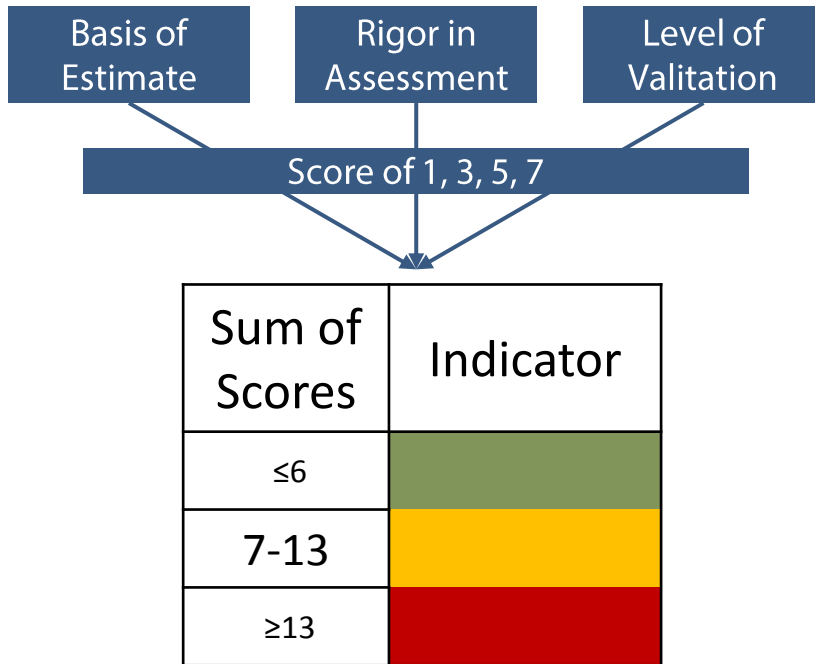


# ProVa Scoring

Score	Label	Explanation	Environment	Reliability	Uniformity	Infrastructure	Timeliness	Market
0	None		-	-	-	-	-	-
1	Inadequate	This component is not suitable for the intended use.						
2	Weak	This component is not suitable for the intended use.						
3	Acceptable	Component is suitable for the intended use.	7		8	6		
4	Sufficient	Component is suitable for the intended use.			4			
5	Weak	Component is suitable for the intended use.					4	
6	Fair	Component is suitable for the intended use.	3		4			
7	Good	Component is suitable for the intended use.			4			
8	Sufficient	Component is suitable for the intended use.	7		10	10		
9	Excellent	Component is suitable for the intended use.	4		4	6		
10	Optimal	Component is suitable for the intended use.	7		4	6		
6	Fair	Slight component	2			8		
7	Good	Benefit on this	3		3	8		
8	Very Good	Benefit on this	7		7			
9	Excellent	Benefit regarding	8	5	8	5	7	
10	Optimal	Best component	9	5	5	5	9	
		Inspection		8	9	8		
		Wear/ Tear	2	6	6	4		
		Availabil.	4	9	8	4	2	
		Refurb	8	5	9	5		



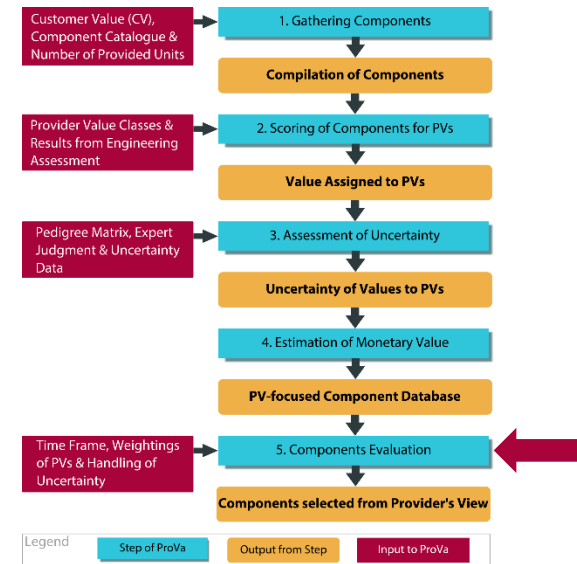
# ProVa Uncertainty Assessment



Based on Service Uncertainty Assessment by Erkoyuncu et al. (2011)

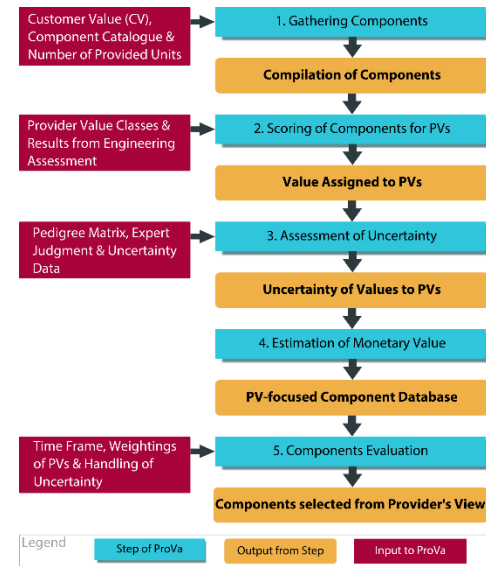
# ProVa Component Evaluation

		Env. (0.1)	Cust. Rel. (0.25)	Info. (0.15)	Infra. (0.35)	T-to- M (0.15)	<i>w</i> · <i>s</i>	<i>u</i>
Intake	Flatbed	0.7			2.8	0.9	4.4	5
	Funnel					0.6	0.6	7
Feed	Conveyor			0.6			0.6	7
	Crane	0.7			3.5	1.5	5.7	3
Chip-ping	Disc	0.7		0.6	2.1		3.4	7
	Crusher			0.6	1.05		1.65	7
Extru-sion	Screw	0.5		0.6		0.6	1.7	7
	Plate				0.7		0.7	11
Power Unit	PTO	0.3		0.45		1.2	1.95	7
	Diesel			0.75		0.9	1.65	3
Services	Diagnosis	0.8	1.75	1.35	1.05	0.6	5.55	7
	Phone Spt.	0.9	1.25	0.75	1.75	1.35	6.0	5
	Inspection		2	1.35	2.8		6.15	5
	Wear/Tear	0.2	1.5	0.9	1.4		4.0	11
	Availability	0.4	2.25	1.2	1.4	0.3	5.55	15



# ProVa Summary

- Takes into account
  - Monetary Value
  - 5 dimensions of Provider Value
  - Uncertainty
- New way to think about assessing the value for a provider of integrated offerings
- Holistic approach that aims to put forward a lifecycle perspective
- Aimed to be used during IPSO-development
- Long-term goal: Provide integration for PDM to add a more sustainable factor to decision-making that is today focused on money



Component	Metadata (Size, Weight ...)	Profit/Unit	Provider Value
IPS <sup>2</sup> 2015 in Saint-Étienne	2 Days	-20 EUR/Participant	<b>10</b>

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Great Discussions,  
 Research Collaborations,  
 Paper Ideas, New Friends