

Module · Service in the product development process

Service readiness from the start: service becomes an integral part of product development – with gates, checklists and clear responsibilities.



DURATION

4-8 weeks · 4 consulting days



LOCATION

At the customer · kick-off also online



PRICE

CHF 5'900.- flat rate



BILLING

CHF 900.- deposit on booking

What it's about

The most expensive source of error: the product is built but the service isn't – no spare parts, no documentation, no trained service engineers. The module anchors service in the product development process before it gets expensive.

Who it's for

Heads of development, product management and service at manufacturers with their own R&D.

Your benefit

- Launch without service gaps
- Serviceability built into the design
- Spare parts, documentation and training ready on time
- Field feedback flows back into development

Prerequisites

- Decision-maker present at kick-off and handover
- Development, product management, service for the two workshops
- Documents and KPIs, where available

How it works

- 1 Kick-off 2 h (bookable directly): goals, scope, participants, dates
- 2 On-site analysis (½-1 day): documents, KPIs, conversations
- 3 Workshop 1: develop the concept with your team
- 4 Workshop 2: elaborate, validate, decide
- 5 Handover 2 h: results, implementation plan, next steps

Included

- Kick-off 2 h, on-site analysis, two workshops, handover 2 h
- Service readiness criteria per development phase
- Gates and checklists in the product development process
- Roles of service and engineering

Deliverables

- Service readiness framework
- Product development process extension with service gates
- Checklists per gate
- Feedback process field → development

Not included and options

MC-BER-111	Module kick-off: deposit on booking, credited	CHF 900.-
MC-BER-020	After a Deep Dive the kick-off is not needed	-
MC-BER-030	Additional consulting day	CHF 2'200.-
MC-ZUS-010	Travel outside the region	at cost

Book the module kick-off directly

Choose a date for the 2-hour kick-off and pay the deposit. Workshops and handover we plan together.

www.maroisproject.com/en/appointment/modul-kickoff-2-h-3

