

proposition sujet de mémoire **2014 - 2015**
MASTER Recherche 2^{ème} année
Management, Innovation, Technologie
spécialité « Génie industriel »

Titre

Scenarios of collaboration in a PSS for telecom networks

Contenu du sujet proposé :

Product Service Systems (PSS) replace the traditional sale of products by the sale of services. The propriety of the products remains in the hands of the provider and this is often seen to be a sustainable business solution, good for the environment. However, PSS offerings are complex and novel for companies. It is a fast growing business; in particular, within the telecom industry. The consequences and possibilities of improvement in the industry as a whole are not fully understood and utilized. The PSS process involves many actors making management complex and challenging. It is not always clear to the actors how the outcomes of their work will influence the global system. Information is a key point. Actors do not always have access to important information and do not know how to transfer information or who would gain from the information they possess. The project studies the case of a PSS supplied to a telecom actor. The PSS covers a new technical telecommunication platform bought as a service instead of a product. The aim of this master thesis is to construct an actor's map that describes how the actors in the client company interact with one other and with the providing company; as well as the kind of information that is exchanged from one person to another. Finally, the project aims to understand the opportunities opened out by the new business model and how collaboration between actors can be improved. The actors need a clear vision of the system of interactions within the company and between the provider and supplier.

- Quel parcours conseillez-vous : Supply Chain ou Product Devolpment ? les deux
- Pour mener à bien le stage, il est souhaitable de suivre en cours optionnels le (s) enseignement(s) suivant(s) : 3A Production et environnement

Responsable(s) : Alan LELAH, Daniel BRISSAUD



Fax.

Mel alan.lelah@grenoble-inp.fr

Laboratoire : G-SCOP

Adresse complète